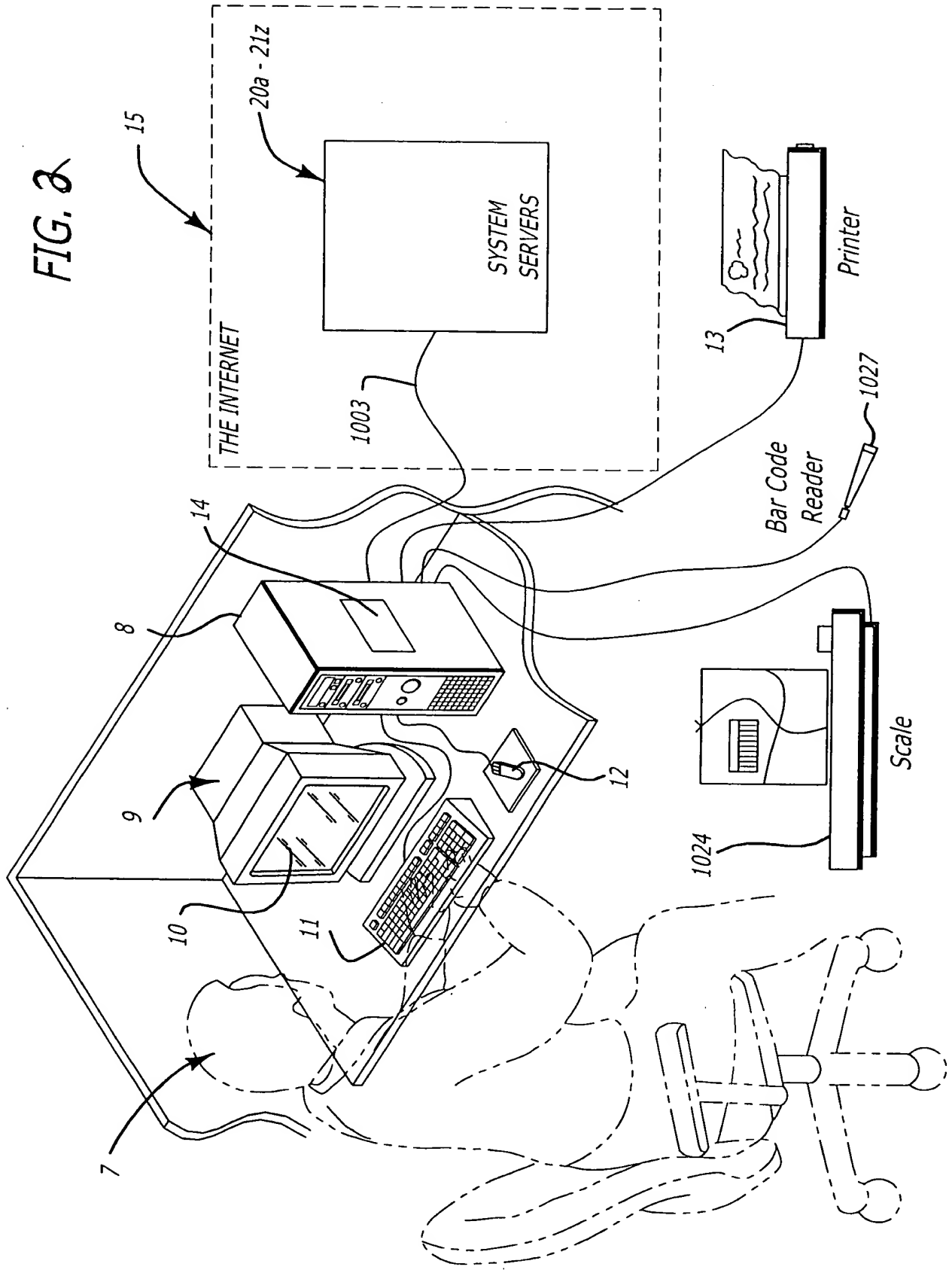


FIG. 1



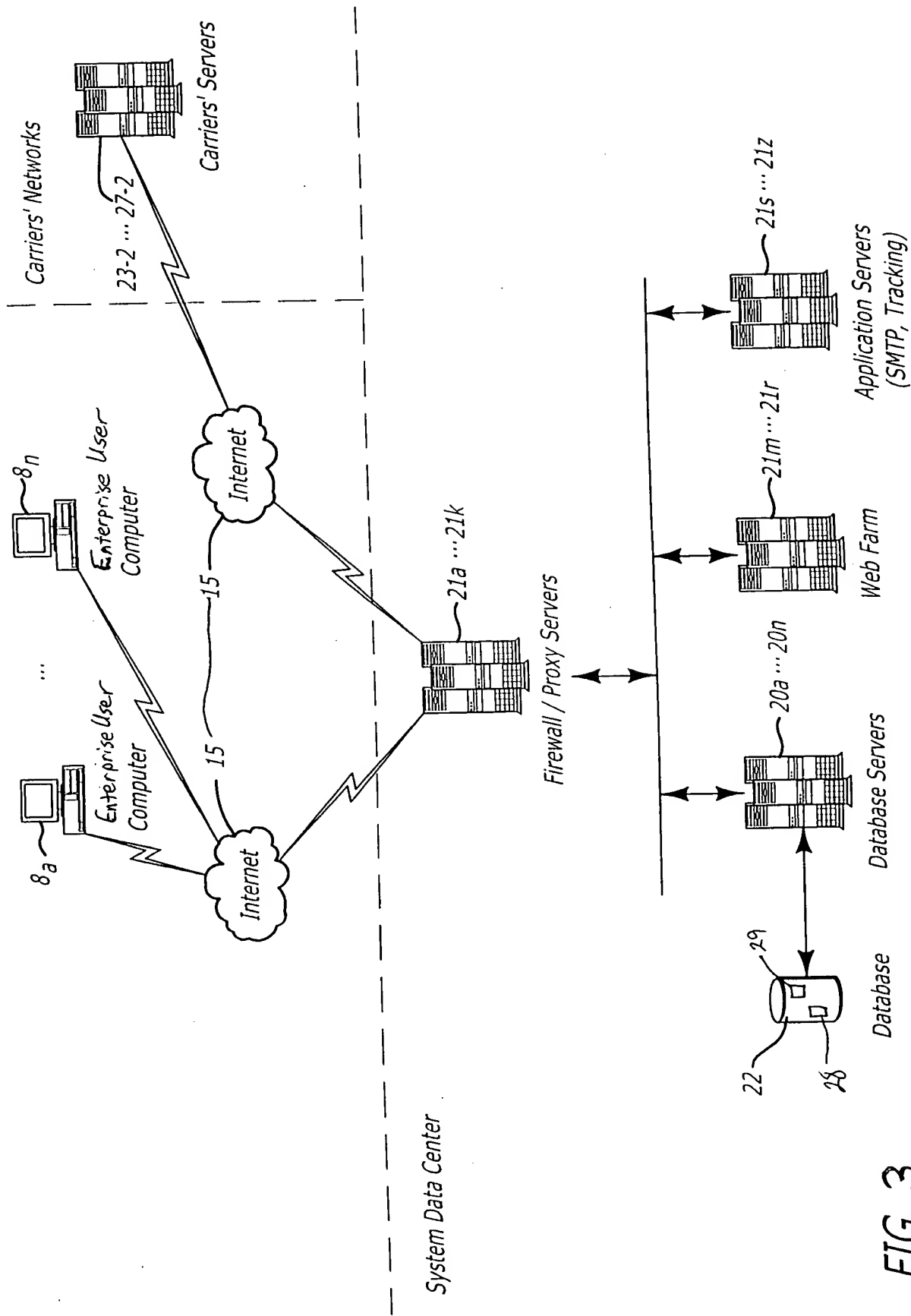
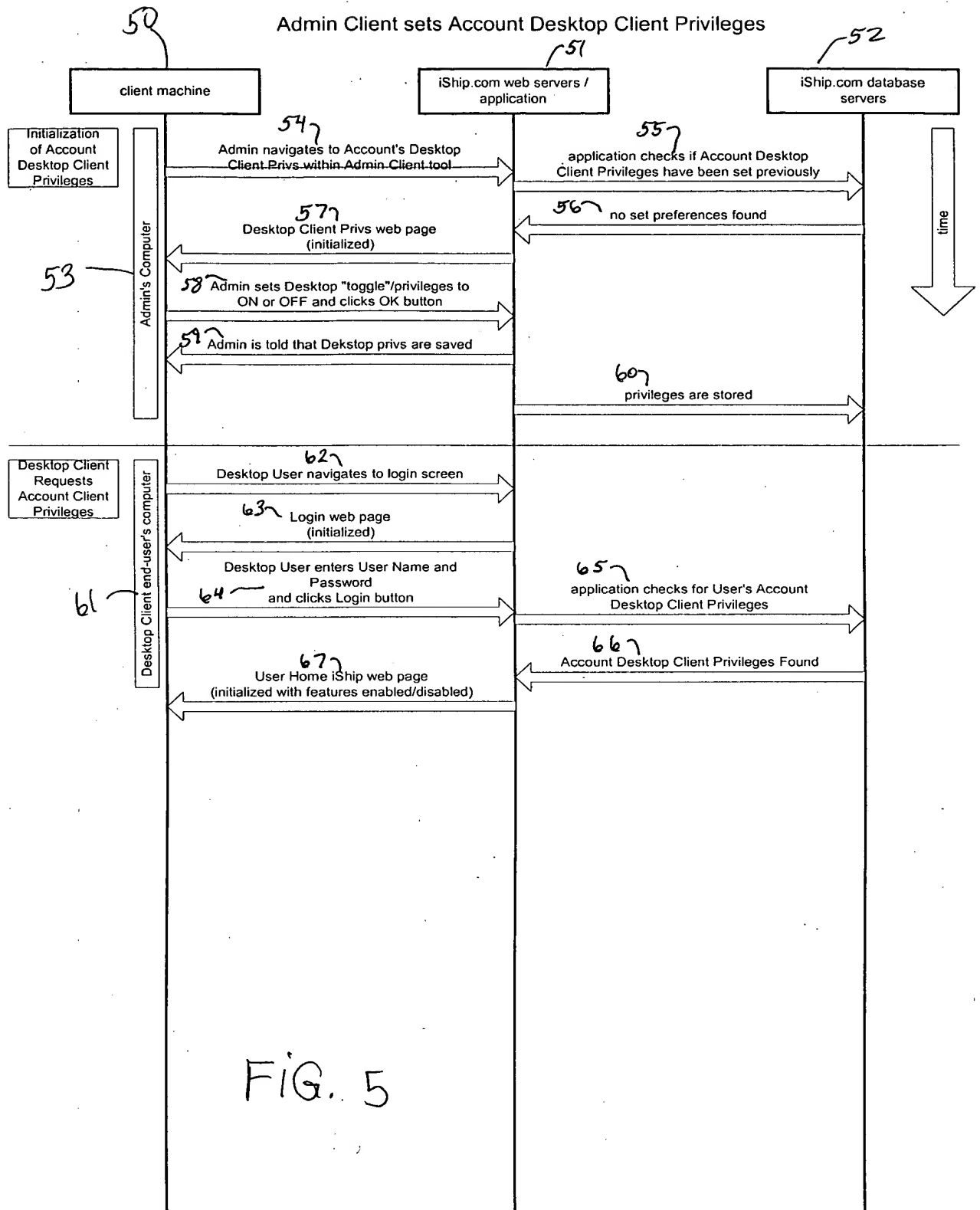


FIG. 3

Admin Client sets Account Desktop Client Privileges



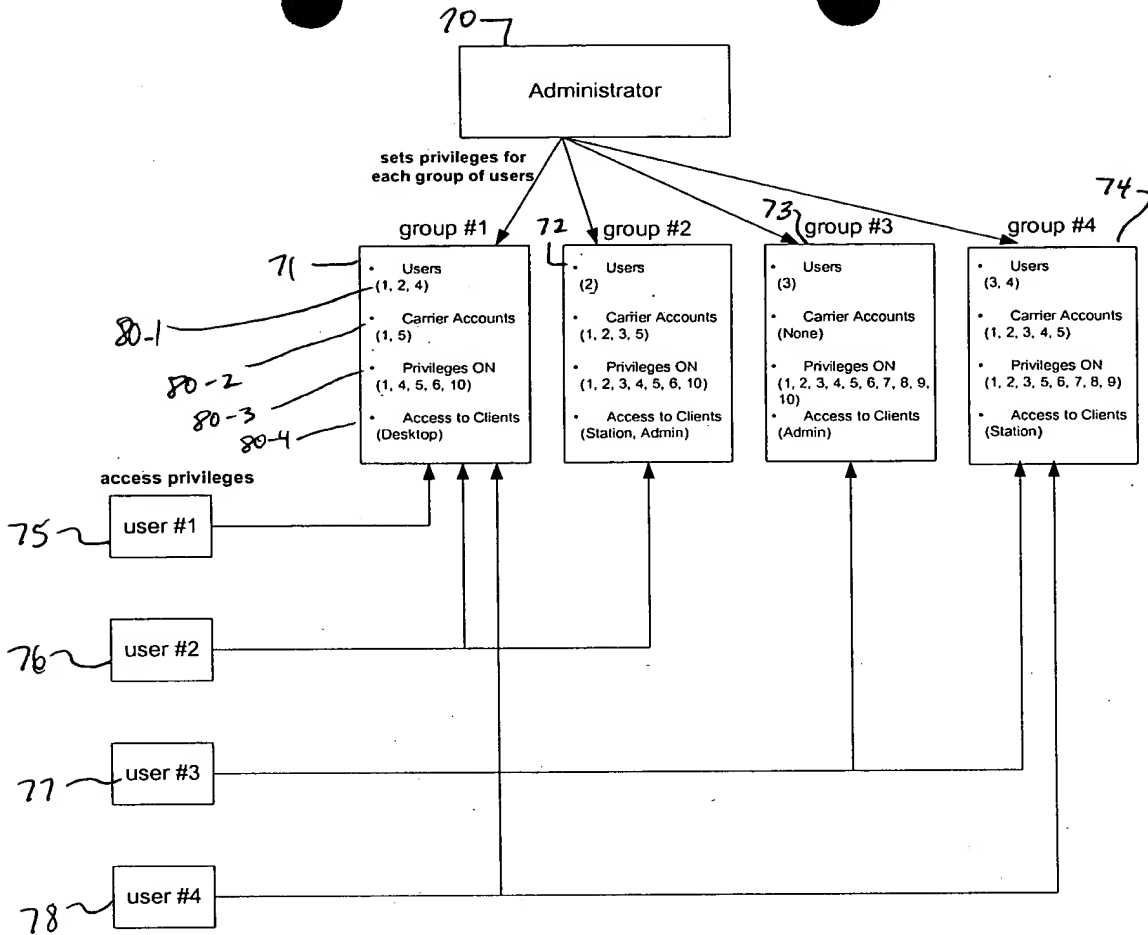


FIG. 6

iShip.com.

Welcome Lory!

My iShip | Price It | Ship It | Track It | Sell It | Help

My iShip[™] 14 JANUARY 2000

What's iShip All About?



See how our service works—from comparing rates to reviewing your shipping activity.



Having trouble? support@iship.com

General questions? info@iship.com

Other? [Go to more.](#)

Want your shipping activities to be a little more **automated**? Set defaults that streamline your shipping activities in [Preferences](#).

Missed your shipping deadline? Find other **drop off locations**. Find alternate drop off locations with the new [Drop Off Locator](#).



We've been busy!
Take a look at all the **cool new features and enhancements.**

This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. [Click here.](#)

Your Most Recent Package and Shipment Summaries

Click on the Status icon to go to that item in your [Shipping History](#).

Outbound		Inbound		Pending	
Status	Ship To	Pkgs	Carrier & Service	Ship Date	Delv. Date
●	Cheryl Mason	1	UPS Ground	11/22/99	—
●	Taraci Wagner	1	UPS Ground	11/22/99	—
●	Adam Krett	1	UPS Ground	11/22/99	—
●	John Smith	2	UPS Ground	11/21/99	—
●	Jacob Lewis	1	Airborne Second Day	10/10/99	10/21/99

Status icons: ● Shipped ● In Transit ● Delivered ● Exception



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- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

QuickPrice

Origin ZIP:

Destination ZIP:

Letter

Package Weight:

QuickTrack

Tracking number:

Having trouble?
Questions or comments
[Click here](#)

FIG. 12

My iShip | Price It | Ship It | Track It | Sell It | Help

Address Book - Addresses

Personal | Company | Local

123 ABCDEFGHIJKLMNOPQRSTUVWXYZ Nicknames Find

Select	Edit	Nickname	Contact Name	Company	City/State/Zip
<input checked="" type="checkbox"/>	[EDIT]	ACME CEO	Conrad Hunter	ACME, Inc.	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	Altirelight	Dan Giles	Altirelight Insurance	Bellevue, WA 98006
<input checked="" type="checkbox"/>	[EDIT]	AGray	Amber Gray	Walking Rain	Reston, WA 98050
<input checked="" type="checkbox"/>	[EDIT]	Belh	Elizabeth Callahan	This Company	Spring Lake Heights, NJ 07763-0098
<input type="checkbox"/>	[EDIT]	BEster	Boris Ester	Walking Rain	Reston, WA 98050
<input type="checkbox"/>	[EDIT]	Bergs	Matt and Heidi Berg		Kirkland, WA 98034
<input type="checkbox"/>	[EDIT]	BHanna	Becky Hanna	Walking Rain	Reston, WA 98050
<input checked="" type="checkbox"/>	[EDIT]	Blaines	Bill and Mick Blaine		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	BSmasne	Bob Smasne	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	BSmith	Bill Smith	AllBusiness.com	San Francisco, CA 94111
<input type="checkbox"/>	[EDIT]	Buckmans	Tim and Sandy Buckman		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	CBarey	Cathy Barey		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	CIndy	Cindy Brown		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	DDanthorp	David Danthorp	Internet, Inc.	Ellensburg, WA 98926

View History Delete Add Done

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My iShip Home

Address Book

Address Groups

Saved Packages

Setup Wizard

Preferences

Log Off

Having trouble?

Questions or comments

FIG. 13

Contact and Address Information

Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:
 Contact Name:
 Location: [Go to Locations](#)
 Company:
 Street:
 Floor/Room:
 Department:
 Country:
 City:
 State/Province: [Look Up Zip](#)
 ZIP/Postal Code: [Look Up City, State](#)
 Telephone:
 Fax:
 E-mail Address:
 Address Type: ☐ Business ☒ Residence
 Flights of Stairs:
 Loading Dock: ☐ Yes ☒ No
 Appointment: ☐ Required ☒ Not Required

My Ship Home

[Address Book](#)
[Addresses](#)
[Locations](#)
[Saved Packages](#)
[Setup Wizard](#)
[Preferences](#)
[Log Off](#)

[Having trouble?](#)
[Questions or comments?](#)

FIG. 14

iShip.com.

Address Book - Locations

My iShip | Price It | Ship It | Track It | Sell It | Help

Groups: [Previous] [1-15] [Next]

23 ABCDEFGHIJKLMNOPQRSTUVWXYZ Group Name: [Find]

Select	Edit	Location Name	Company	Department	City/State/Zip
<input checked="" type="checkbox"/>	[EDIT]	ACME HR	ACME, Inc.	Human Resources	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	ACME Dev	ACME, Inc.	Development	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	Allright	Allright Insurance	Sales	Bellevue, WA 98006
<input checked="" type="checkbox"/>	[EDIT]	CDs	Columbia Haus	Sales	New York, NY 00112
<input checked="" type="checkbox"/>	[EDIT]	Home			Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	iShip	iShip.com	Engineering	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	Ocean	OceanStray	Marketing	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	Stamps	Stamps.com	Web Development	Santa Monica, CA 11223

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My iShip Home

FIG. 15

This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.

Account Information

iShip Account Number: MX4457 [Change]
 User Name: LoryK
 Contact Info: Lory Krett lory@iship.com
 iShip.com (425) 602-4848
 3535 Factoria Blvd SE
 Suite 500
 Bellevue, WA 98006

Password

Recovery Question: What is my childhood pet's name? [Change]
 Recovery Answer: Whiskers

Carrier Information

FedEx Account Number: 11245677 [Change]
 Pickup Time: 4:30pm
 Status: Active
UPS Account Number: 4433 6755 [Change]
 Pickup Time: 4:30pm
 Status: Active

Show rates for these carriers:



Drop Off/Pickup Location

Default Origin ZIP Code: 98006 [Change]
 Airborne Express: Calling the carrier for pickup
 FedEx: Scheduled pickup
 UPS: Scheduled pickup
 USPS: Scheduled pickup
 Yellow Freight: Arranging for pickup

My iShip Home

Address Book

Saved Packages

Setup Wizard

Preferences

Account Info

Change Password

Carrier Info

Drop Off/Pickup

Account Info

Log Off

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111

112

113

114



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FIG. 16

102220 2203360



Preferences - Account Information		My iShip Price It Ship It Track It Sell It Help	
Account Information:	iShip Account Number:	MX4457	[Help]
	User Name:	LoryK	
	Contact Name:	Lory Kreit	
	Company:	iShip.com	
	Street:	3535 Factoria Blvd SE	
	Room/Floor:	Suite 500	
	Department:		
	City:	Bellevue	
	State:	WA - Washington	
	ZIP Code:	98006	
	Telephone:	(425)602-4848	
	Fax:	(425) 555-1100	
E-mail Address:	lory@iship.com		
<input type="checkbox"/> Receive shipping information updates.			
<input checked="" type="checkbox"/> Receive shipping notifications via e-mail.			
<input checked="" type="checkbox"/> Remember my name and password for easy log on.			
Deactivate my account.			

My iShip Home

Address Book

Saved Packages

Setup Wizard

☒ Print Labels

☐ Cancel Ship

☐ Change Payment

☐ Carrier Info

☐ Pick-up Options

☐ Shipment Options

☐ Drop Off/Pickup

☐ Addresses

☐ Payment

Log Off

Having trouble?

Questions or comments?

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WILLIAMS

-111
 -112
 -122
 -123
 -113
 -114
 -126

FIG. 17

Preferences - Carrier Information My iShip | Price It | Ship It | Track It | Sell It | Help

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Carrier accounts:

FedEx Account Number: 11245677 [Add Account]
 Status: ACTIVE [Help]
 Pickup Time: 4:30pm

UPS Account Number: 4433 6755
 Status: ACTIVE
 Pickup Time: 4:30pm

Default carriers and services:

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name. [Help]

<input checked="" type="checkbox"/> Airborne Express	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> FedEx	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> UPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Next Day Air Early AM	8:30am
<input checked="" type="checkbox"/> Next Day Air	10:30am
<input checked="" type="checkbox"/> Next Day Air Saver	3:00pm
<input type="checkbox"/> 2nd Day Air AM	12:00pm
<input type="checkbox"/> 2nd Day Air	End of Day
<input type="checkbox"/> 3 Day Select	End of Day
<input type="checkbox"/> Ground	End of Day
<input checked="" type="checkbox"/> USPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Yellow	<input type="radio"/> Preferred

iShip supported carriers: ☐ Ship with iShip supported carriers only. [Help]

Rate grid highlight: In the Rate Grid, always highlight:
☒ Fastest Delivery
☐ Cheapest Delivery [Help]

Save Cancel

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My iShip Home
 Address Book
 Saved Packages
 Setup Wizard
 Preferences
 Account Info
 Change Password
 Carrier Info
 Package Labels
 Shipment Labels
 User Profiles
 Applications
 Payment
 Log Off

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135

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FIG. 18

00000377-032704

<input type="radio"/> Preferences - Drop Off/ Pickup		My iShip Price It Ship It Track It Sell It Help	
Default Origin ZIP Code:	<input type="text" value="98006"/> <input type="button" value="(Help)"/>	<input type="button" value="My iShip Home"/>	
If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.		<input type="button" value="Address Book"/>	
My Default Drop Off/Pickup Location for each Carrier is:	Albione Express <input type="button" value="(Help)"/>	<input type="button" value="Saved Packages"/>	
	<input type="text" value="My location by calling the carrier for pickup"/>	<input type="button" value="Setup Wizard"/>	
	Federal Express	<input type="button" value="O Get Quotes"/>	
	<input type="text" value="My location through scheduled pickup"/>	<input type="button" value="Account Info"/>	
	United Parcel Service (UPS)	<input type="button" value="Change Password"/>	
	<input type="text" value="My location through scheduled pickup"/>	<input type="button" value="Carrier Info"/>	
	United States Postal Service (USPS)	<input type="button" value="Package Options"/>	
	<input type="text" value="My location through scheduled pickup"/>	<input type="button" value="Shipment Options"/>	
	Yellow	<input type="button" value="O Drop Off/Pickup"/>	
	<input type="text" value="My location by arranging for pickup"/>	<input type="button" value="Applications"/>	
		<input type="button" value="Feedback"/>	
		<input type="button" value="Log Off"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		<input type="button" value="Having trouble?"/>	
<input type="button" value="Help"/>		<input type="button" value="Questions or comments"/>	

FIG. 19

[illegible]

Preferences - Package Options My iShip | Price It | Ship It | Track It | Sell It | Help

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

The value of the contents is: [Help]
 I want to protect my package from carrier loss or damage. Most services automatically protect your package up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

Package Reference Number: [Help]
 Give each package a reference number for your records.

Service Options:

- ☒ **Verbal Confirmation** [Help]
 This option can only be used with UPS Next Day Early AM. The confirmation call will be made to the phone number you enter in phone number field in your return address.
- ☒ **E-mail Notification** [Help]
 E-mail notification of delivery requires an e-mail address on the return address page.
- ☒ **Delivery Confirmation** [Help]
 This option can only be used with USPS services.
- ☒ **Proof of Delivery** [Help]
 This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included on the response.
- ☐ **Adult Signature Required**
- ☐ **Call Tag** [Help]
 This option can only be used with UPS Ground service.

Merchandise Description:

- ☐ **Certified Mail** [Help]
 This option can only be used with USPS Priority Mail or Parcel Post.
- ☐ **Return Receipt** [Help]
 This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00.

Save Cancel

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My iShip Home

Address Book

Saved Packages

Setup Wizard

- ☒ **Preferences**
- ☐ **Account Info**
- ☐ **Change Statement**
- ☐ **Change Info**
- ☐ **Package Options**
- ☐ **Shipping Options**
- ☐ **Drop Off/Track**
- ☐ **Applications**
- ☐ **Payment**
- ☐ **Log Off**

Helping iShip

Questions or comments

FIG. 20

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Destination Address:

☒ Business ☐ Residence

Shipment Reference Number:

Give your shipment a reference number for your records: [Help]

Add labor or materials fees to my shipping charge:

☐ % of shipping charges and/or
☐ fixed amount

You will see the total of carrier shipping charges plus your handling charges. [Help]

Service Options:

☒ Delivery Deadline

If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. [Help]

Next Day [5]

☐ Guaranteed Delivery

When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid. [Help]

☐ Deliver Without Signature

Checking this box authorizes FedEx to deliver your shipment without obtaining a signature. [Help]

☐ Set Earliest Delivery Time

This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. [Help]

9:30am [3]

☐ Documents Only

This option is only applicable for shipments sent to International destinations. [Help]

☐ Non-Dutiable

This option is only applicable for shipments sent to International destinations. [Help]

Freight Pickup:

Stairs

Please indicate the number of flights of stairs. [Help]

2

☐ Loading Dock

Select this if there is a loading dock at the pickup location.

☐ Appointment Required

Select this if an appointment is required for pickup.

Freight Delivery:

Stairs

Please indicate the number of flights of stairs. [Help]

2

☐ Loading Dock

Select this if there is a loading dock at the delivery location.

☐ Appointment Required

Select this if an appointment is required for delivery.

My iShip Home

Address Book

Saved Packages

Setup Wizard

☒ Preferences

Account Info

Change Password

Carrier Info

Package Options

Shipment Options

More Options

Print Labels

Payment

Log Off

Having trouble?

Questions or comments?

Feedback

Help



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Save

Cancel

FIG. 21

iShip.com.

My iShip | Price It | Ship It | Track It | Sell It | Help

Preferences - Applications

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Application Start Pages:	<input checked="" type="checkbox"/> Show Application Start Pages (Help) <input checked="" type="checkbox"/> Ship It <input checked="" type="checkbox"/> Price It <input checked="" type="checkbox"/> Sell It <input checked="" type="checkbox"/> Preferences
Package Options:	<input checked="" type="checkbox"/> Show Advanced Package Options (Help) Explanation about Advanced Package Options.
Log Off Message:	<input checked="" type="checkbox"/> Show Log Off Message (Help) Explanation about Log Off Message.
Track It Options:	Display this page first in Track It. (Help) <input type="button" value="Track a Package"/>

Save Cancel

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226
227

- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Order History
- Account Info
- Change Password
- Print Info
- Package Orders
- Shipment Orders
- Log Off/Sign Out
- Log Off
- Help
- Having trouble?
- Questions or comments?

FIG. 22

iShip.com.

My iShip | Price It | Ship It | Track It | Sell It | Help

Preferences - Payment Information

Default payment type: Credit Card (Help)

Short explanation about different payment types.

Credit card Info and billing address:

You may choose to store your credit card data here. (Help)

Card Number: 1234 5678 9101 2345 (231)

Expires: 02/2002 (233)

First Name: Lory (234)

Last Name: Krett (235)

E-mail Address: lory@iship.com (236)

Company: iShip.com (237)

Street: 3535 Factoria Blvd. SE (238)

City: Bellevue (239)

State: WA - Washington (240)

ZIP Code: 98006 (241)

Telephone: (425) 602-4848 (242)

By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.

Save Cancel

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FIG. 23

- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Order History
- Account Info
- Change Password
- Print Info
- Package Orders
- Shipment Orders
- Log Off/Sign Out
- Log Off
- Help
- Having trouble?
- Questions or comments?

Price It Start Page

My iShip | Print | Ship It | Track | Edit | Help

This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

Shipment Information

Origin: iShip.com
Bellevue, WA 98006
No. of Packages: 1
All the same? Yes
[Change]

Destination: The Moon's
Prosser, WA 99350
United States
Residence

Package Information

Details: 2lb 3oz
10" x 12" x 8"
My own packaging
Loss protection, \$150
[Change]

Shipping Options

Ship Date: 02/17/00 - Today
Delivery Deadline: 3 Days
Drop Off Location: My location, scheduled
[Change]

Shipping Charges

Service:	UPS Ground	\$ 5.55
Service Options:		\$.56
Total:		\$ 6.57

Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Extra Add'l Info
5 Ship It
Log Off

Help/About Us
Questions/Comments
Privacy Policy

Ship It! Next Cancel

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FIG. 24



MyShip | Enter | Ship | Track | Sell | Help

Prepare Your Shipping Estimate

Shipping ORIGIN:
 149
Shipping DESTINATION:
 262
 264
 The delivery address for my shipment is a:
 Number of packages in my shipment:
 All the packages in my shipment are the same:

ZIP Code: 98006 98125, for example
 NOTE: iShip.com currently supports packages shipped from the U.S. only.
 Nickname: Address Book [Help]
 Country: United States [v]
 City:
 State: (Select One) [v] Look up ZIP
 ZIP Code: Look up City, State
 Business Residence
 190 191
 4 270
 NOTE: Enter a number greater than one for multiple packages going to the same address.
 Yes No 272
 [Help]

Package #1 of 4
 Package #1 weighs:
 I am using the following packaging:

 More options:
 Advanced Package Options

Drop Off Locator
 260
 263
 265
 267
 Other - indicate dimensions below [v] 275

Length	Width	Height
10 in.	12 in.	6 in.

 276 277 278
☐ The packaging is irregular or is not standard [Help]
 279

Price It
 1 Shipment Info
 2 Package Info
 3 Shipping Origin
 4 Destination
 5 Ship Now
 Log Out

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Show Rates Save Back Next Cancel

ENTER PRICE MONEY BACK GUARANTEE

FIG. 25

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Drop Off Locator
Previous [1-10] Next

Location Type:
Carrier:
Go

☒ Only show locations where today's deadline has not yet passed.

Carrier/Phone	Type/Deadline	Address	Comments
Airborne (425) 602-1111	Drop Box 4:30 pm	1111 Factoria Blvd SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00 pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 6:00 pm	3650 131st Ave SE Bellevue, WA 98005	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678	Drop Box 6:00 pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101	Drop Box 4:30 pm	110 110th Ave NE Bellevue, WA 98005	110 Atrium Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30 pm	1309 114th SE Bellevue, WA 98005	Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00 pm	13216 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5161	Drop Box 6:00 pm	325 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30 pm	3326 160th Ave SE Bellevue, WA 98005	Boeing-Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222	Drop Box 4:30 pm	9725 SE 36th Mercer Island, WA 98009	Globe Bldg West drive thru entrance

Close

FIG. 26

Return address:
[Change]

Lory Krett
iShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue, WA 98006
(425) 602-4848
lory@iship.com

Destination address:

Nickname: [Help]
Contact Name: Address Book
Company:
Street:
Floor/Room:
Department:
Country: [v]
City:
State/Province: [v] Look up ZIP
ZIP/Postal Code: Look up City, State
Telephone:
Fax:
E-mail Address:
Address Type: ☒ Business ☐ Residence
☐ Add this address to my Address Book.

E-mail notification:

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail. [Help]

Name: E-mail address:
#1
#2

Message:

Package Information:

Description: Browse [Help]
Reference No.:

- 0. Ship It
- 1. Shipping Address
- 2. Product Info
- 3. Subscriptions
- 4. Print Address Labels
- 5. Payment
- 6. Print

Log Off



Show Rates

Save

Back

Next

Cancel

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Having trouble?
Questions or comments?

RETRU-TEC
INTERNET TECHNOLOGY

FIG. 27

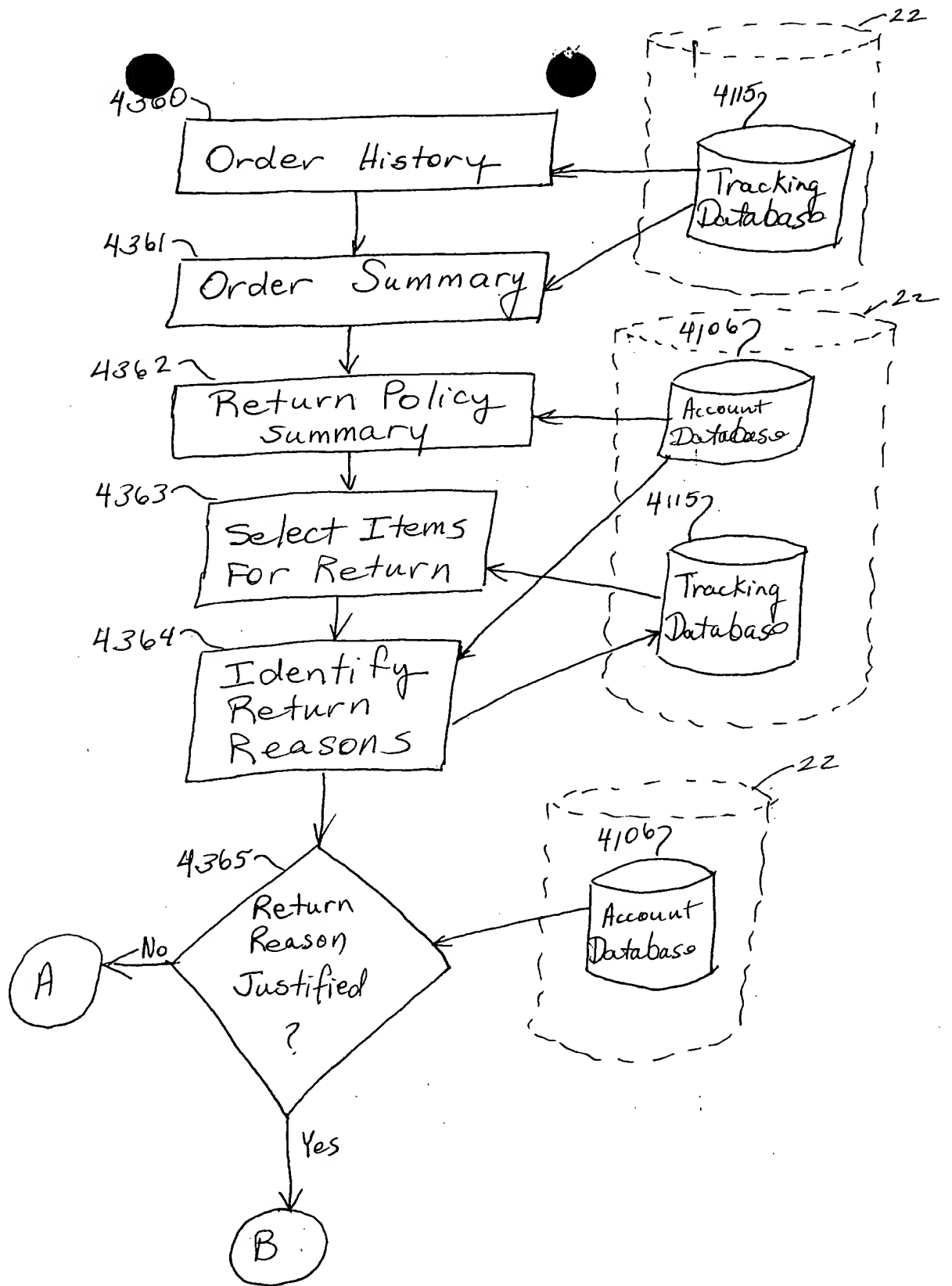


FIG. 30a

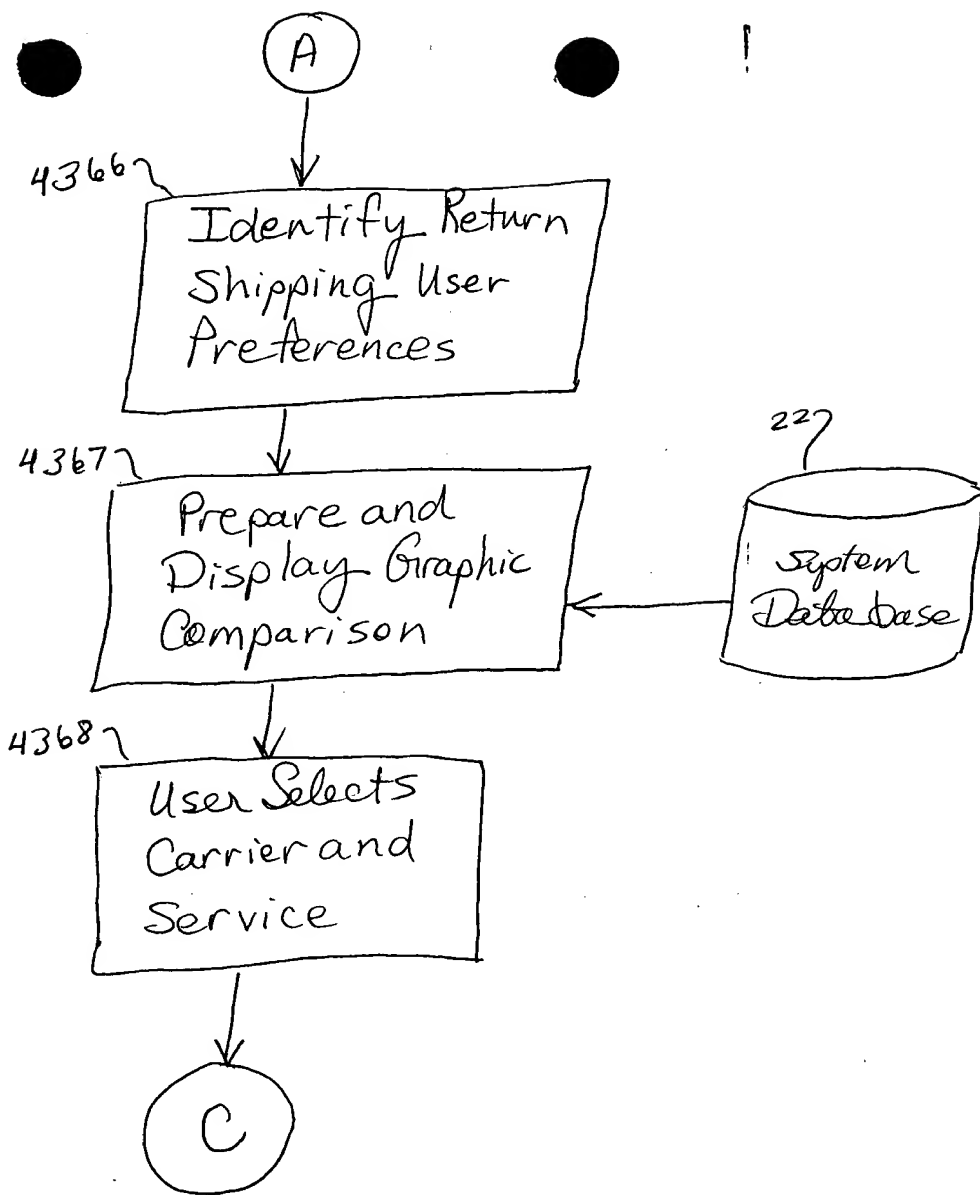


FIG. 306

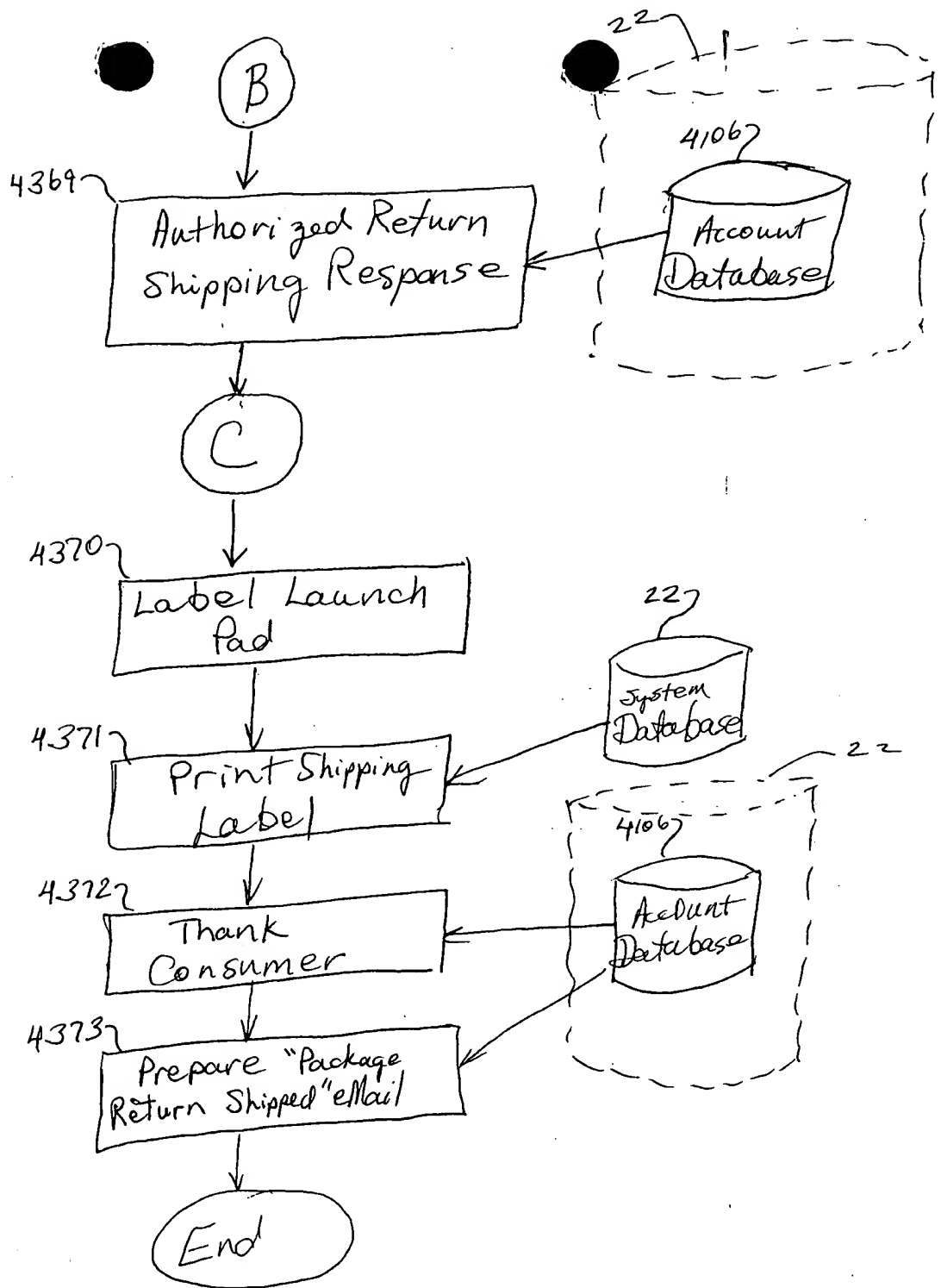


FIG. 20C

Merchant Logo

Merchant Main Menu Choices

Order Summary

Order#: 002-0152586-5576810 4401-1
 Date: July 19, 1999 at 09:58 AM PDT 4407
 Status: All items shipped

Return to [Your Order History](#)

Shipping Address:

Scott J. Bean
 iShip.com
 2515 - 140th Ave NE Suite E-110
 Bellevue, WA 98005 USA
 425.602.5022

Returns? Click Here:
 Return services by iShip.com

iShip.com
 Your Internet Package Shipper™

Merchant

SubMenu

Selections

Ship Method:

Standard Shipping

Number of Shipments: Payment Method:

One shipment when complete order is ready Visa
 Last 5 digits: 26781

Items Ordered:

Price:

4404-1	1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	\$14.40
4404-2	1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	\$12.99
4404-3	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	\$11.49
4404-4	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-5	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-6	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-7	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. <u>Track your package</u> with iShip.com	\$149.95
4405		
		Item(s) Subtotal: \$227.80
		Shipping & Handling: \$19.56
		Total Before Tax: \$247.36
		Tax: \$21.29
		TOTAL: \$268.65

Return to [Your Order History](#)[Top of Page](#)

FIG. 31

Merchant Logo**Merchant Main Menu Choices****Returns Service**[Return to Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:**Price:**

Merchant
SubMenu
Selections

4421-1	1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	\$14.40
4421-2	1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	\$12.99
4421-3	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority.	\$11.49
4421-4	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-5	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-6	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-7	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com	\$149.95

Item(s) Subtotal: \$227.80
 Shipping & Handling: \$19.56

 Total Before Tax: \$247.36
 Tax: \$21.29

TOTAL: \$268.65

Next Step >>>[Return to Your Order History](#)[Top of Page](#)

FIG. 30

[MerchantSite.com](#)[Returns Manager](#)[Log Out](#)[Help](#)[iShip.com](#)**Merchant Logo****iShip.com**
Your Internet Package Shipper™

Standard Policy

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store – to configure exceptions to the policy at the category or item level, [click here](#).

Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

4160-1 Within 30 days of receipt of your shipment, you may return:

4160-3

Any apparel, lawn & garden equipment, furniture, or books in original condition.

Any unopened CD, DVD, VHS tape, or software.

Any electronics merchandise or toy in new condition with its original packaging and accessories.

4160-2 We are unable to refund returned pharmaceuticals or food.

With few exceptions, we issue a full refund for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Preview

Return Window

Customers may return items for:

30 from Receipt of Shipment

Refund Method

Customers may return items for:

☒ Refund☐ Store Credit Only☐ Choice of Refund or Store Credit

Refund Amount

Refund amount will include:

☒ Price of Item☒ Tax on Item☐ Original Shipping Charge

Cancel

Save

FIG. 33

Return System Flow

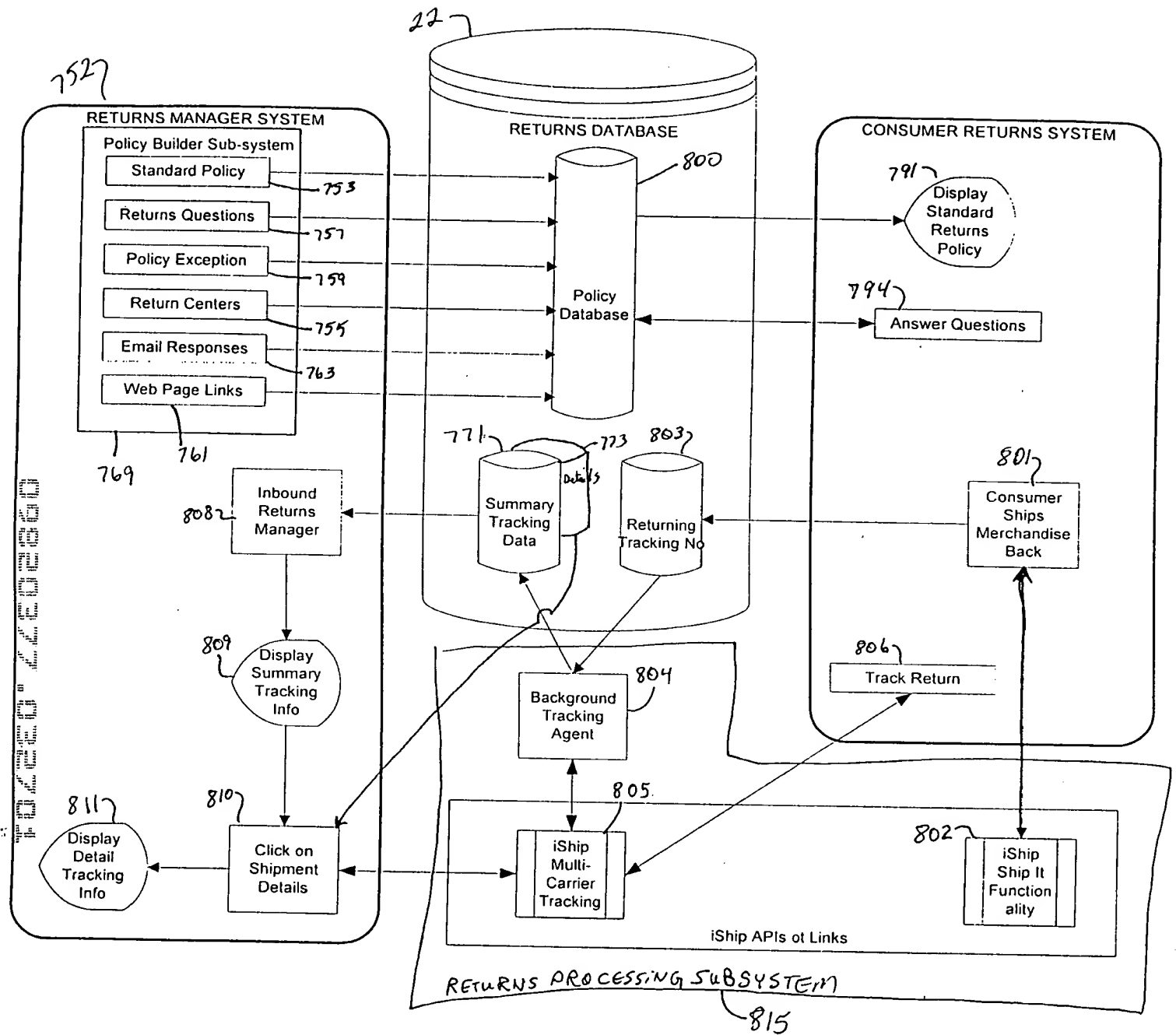


FIG. 34

Situation Response Flow

FIG. 35

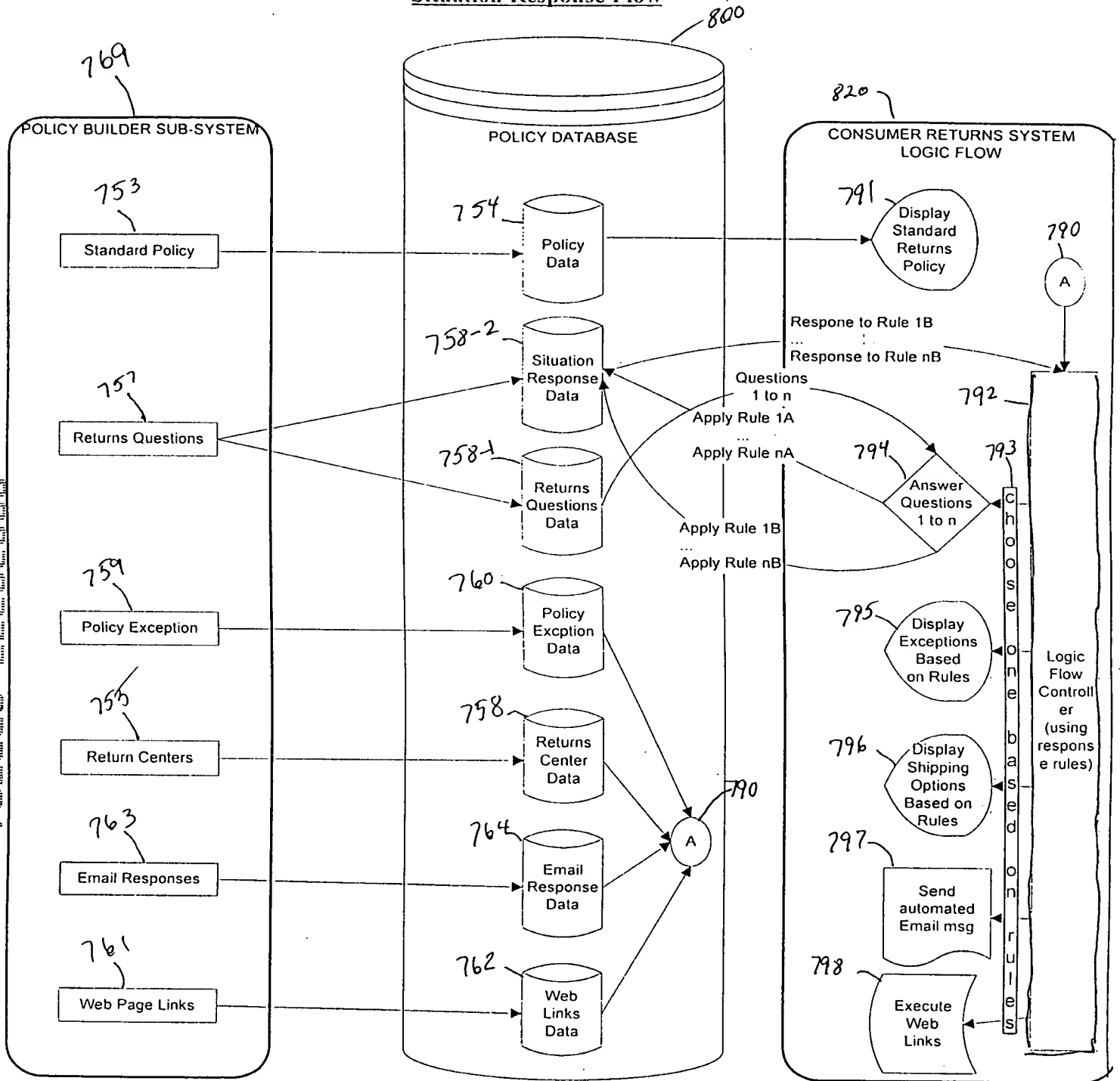


FIG. 35

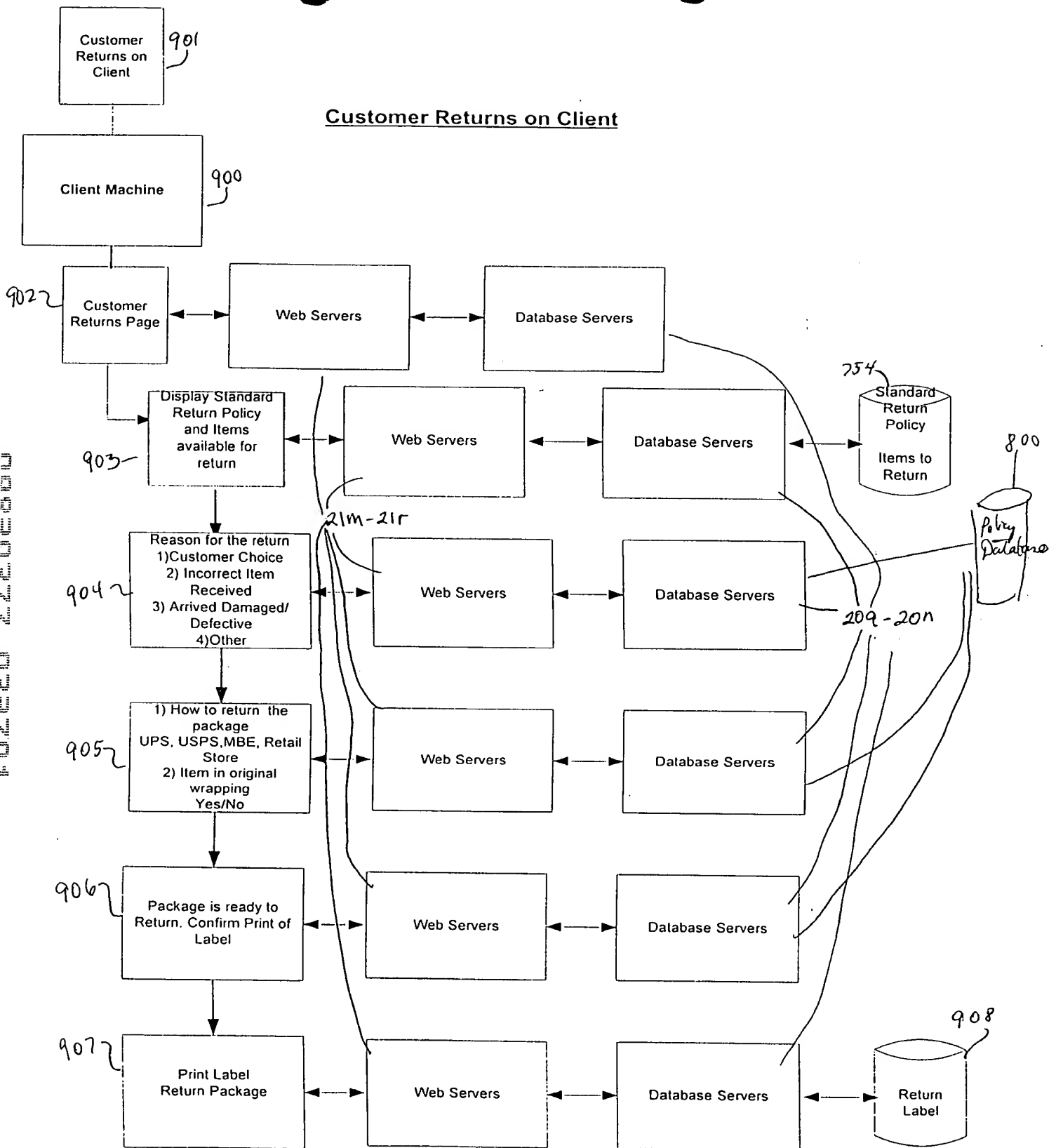


FIG. 36

Merchant Logo

Merchant Main Menu Choices

Returns Service

4401-1

Return to Your Order History

Order#:

002-0152586-5576810

Date:

July 19, 1999 at 09:58 AM PDT

Status:

All items shipped

Items to Return:

Price:

4421-2



1 of: RCA WSP450 900MHz Wireless Speakers [Electronics]

By: RCA

shipped on Jul. 20, 1999 via UPS Ground.

Track your package with iShip.com

\$149.95 4173

Merchant

4404-7

Item(s) Subtotal Before Tax: \$149.95 4173

SubMenu

4405

Refunded Tax: \$12.90 4174

TOTAL: \$162.85 4172

Selections

Reason for return:

4427-1



Customer Choice

4216

4427-2



Incorrect Item Received

4207

4427-3



Arrived Damaged/Defective

4212

4427-4



Other (please specify below):

4220

Right speaker does not receive signal.

4425

4426-1

4426-2

Next Step >>

4422

Return to Your Order History

Top of Page

FIG. 27

Merchant Logo

Merchant Main Menu Choices

Returns Service

[Return to Your Order History](#)

Returning Your Package:

Price:

We apologize for the problem with your order. To process your refund, make sure your item(s) are in the the original packaging and prepared for safe shipment.

\$149.95 -4173

44131

44041

1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]

By: RCA

Reason for return: Arrived Damaged or Defective -4212

Comments: Right speaker does not receive signal.

Merchant

TOTAL REFUND: \$162.85 -4172

SubMenu

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

Selections

4430

How would you like to return the package? (Select One)

4431

4187-1

☒ UPS

4188-1

☐ US Postal Service

4190

☐ Mail Boxes Etc.

4184

☐ Retail Store

4432

Is your item packaged in the original shipping box?

☒ Yes

☐ No

4433

4434

Next Step >>

4422

4406
[Return to Your Order History](#)

[Top of Page](#)

FIG. 38

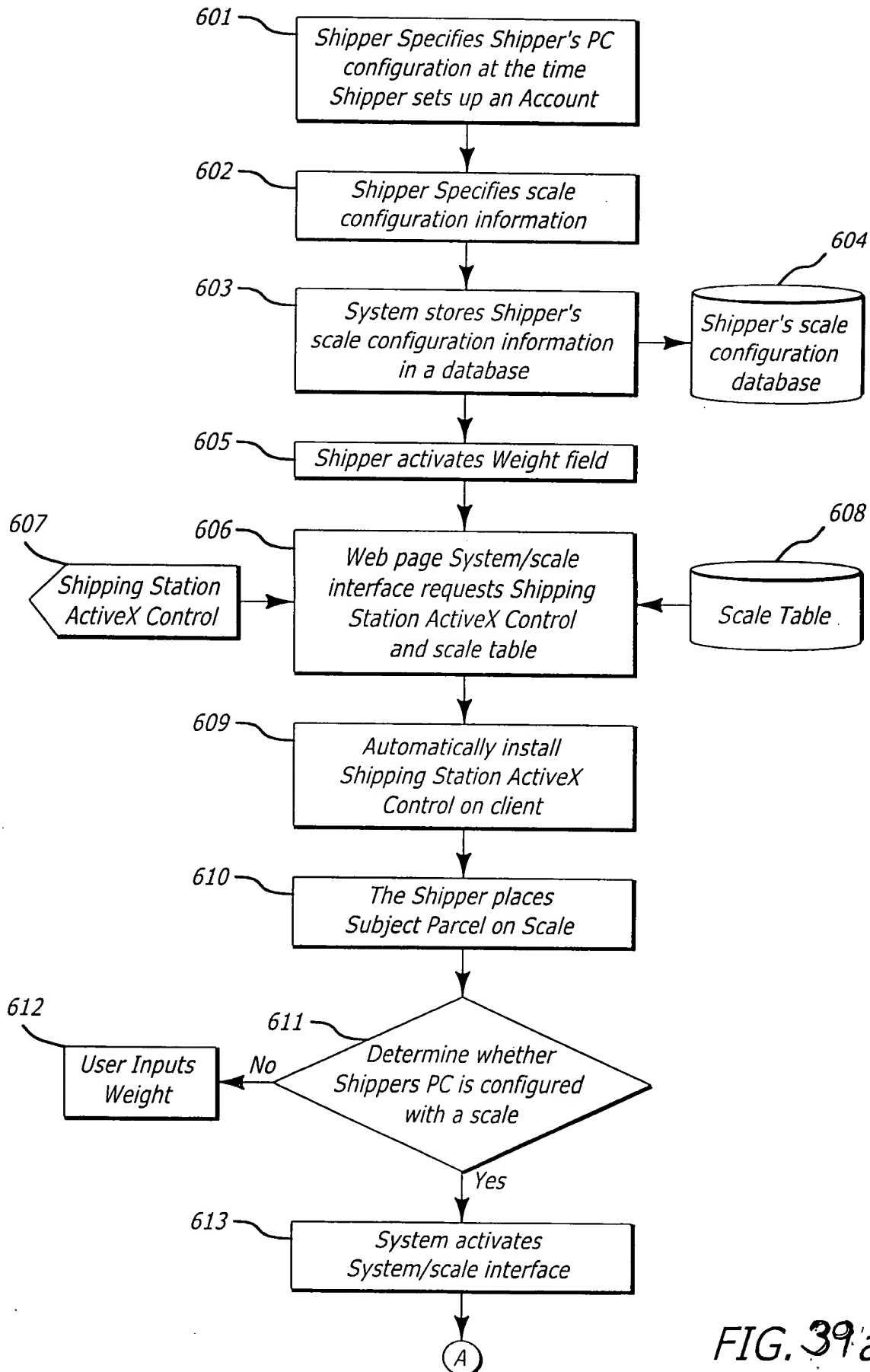


FIG. 39a

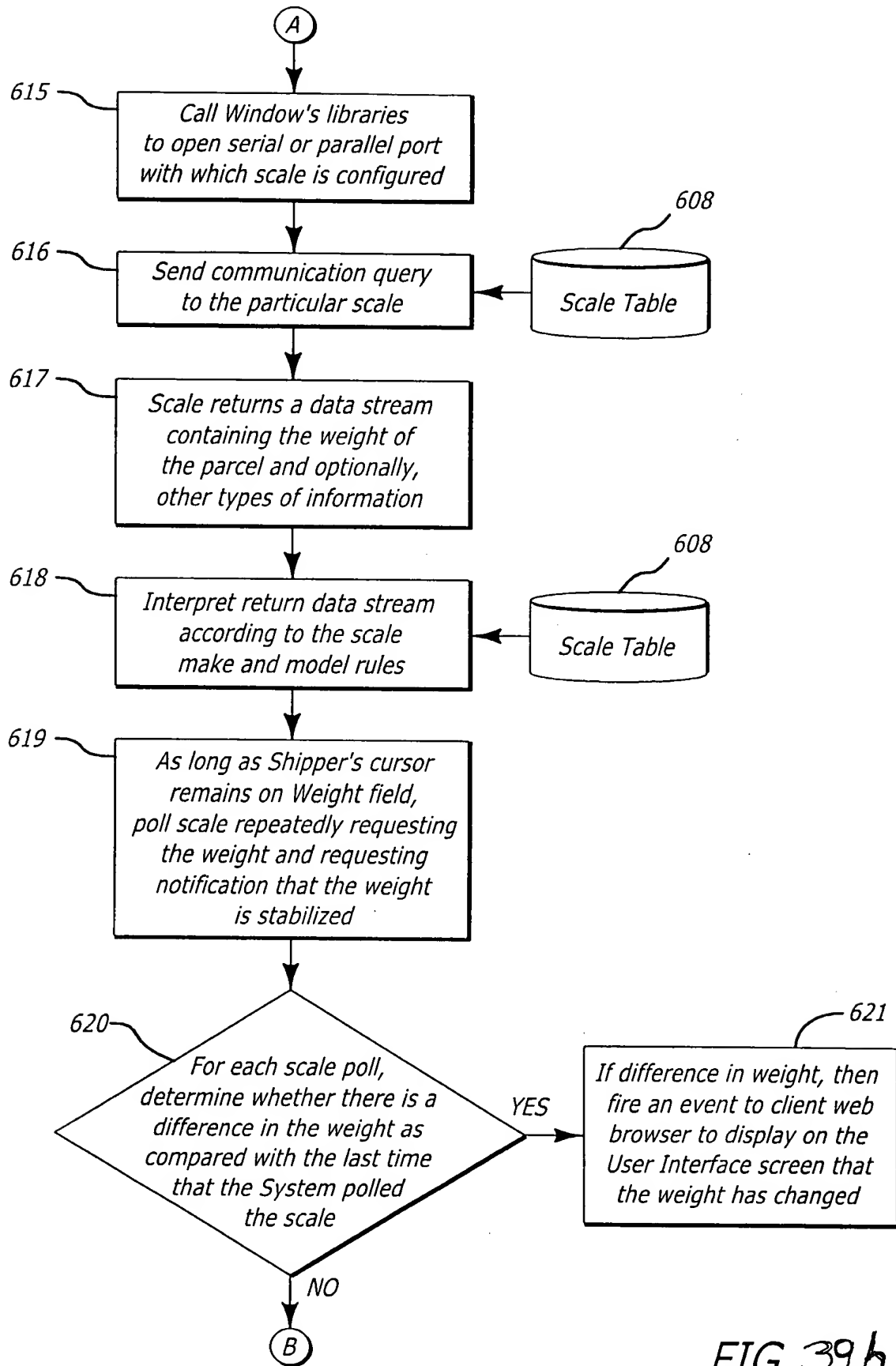


FIG. 39b

My iShip | Price It | Ship It | Track It | Sell It | Help
○ Sell It

Rates and Delivery Times:
 Choose Best Price or Faster Delivery to highlight the rate you prefer.
 To filter your results, choose options below and click the Update button.
 For more information about the Rate Grid, click More.

iShip Optimizer:		Best Price		Fastest Delivery	
		Next Day	2nd Day	3rd Day	
Airborne Express			\$13.48		
FedEx					\$18.99
UPS					
Next Day Air Early AM		8:30am	\$82.65		
Next Day Air		10:30am	\$35.14		
Next Day Air Saver		3:00pm	\$31.02		
2nd Day Air AM		12:00pm	\$18.92		
2nd Day Air		End of Day	\$16.99		
3 Day Select		End of Day		\$12.43	
Ground		End of Day		\$8.57	
USPS		Parcel Post		\$11.17	

Shipping Charges:

\$8.57

5301

Shipment Info:

No. of Packages: 1

Weight: 3.2 lb.

Packaging Type: My Own

Dimensions: 10"x8"x5"

Destination: Prosser, WA 99350
United States

Loss Protection: Yes, \$150
COD: ..

Having Trouble?

Questions or Comments

Package Info:

5302

5303

5304

5305

5306

5307

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5309

5310

5311

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Ship date:

10/29/99 - Friday

Delivery Options:

☒ **Delivery Deadline**

[Help]

If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.

11/02/99 - Tuesday

☐ **Guaranteed Delivery**

[Help]

When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.

☐ **Deliver Without Signature**

[Help]

Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.

☐ **Set Earliest Delivery Time**

[Help]

This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.

9:30am

☐ **Documents Only**

[Help]

☐ **Non-Dutiable**

Compare the rates of these carriers:



NOTE: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

My Drop Off/Pickup location is:

My location by calling the carrier for pickup [Drop Off Locator] [Help]

If your Drop-Off/Pickup location is different for each carrier, go to [Advanced](#).

Show retail rates:

☐ Yes ☐ No

Explanation about Retail Rates and what it means goes here. [Help]
It will probably be two lines.

Price It

1 Shipment Info

2 Package Info

3 Shipping Options

4 Rates and Times

5 Ship It Now

Log Off

Having trouble?

Questions or comments



Show Rates

Save

Back

Next

Cancel

313-1

313-2

FIG. 41

FIG. 42

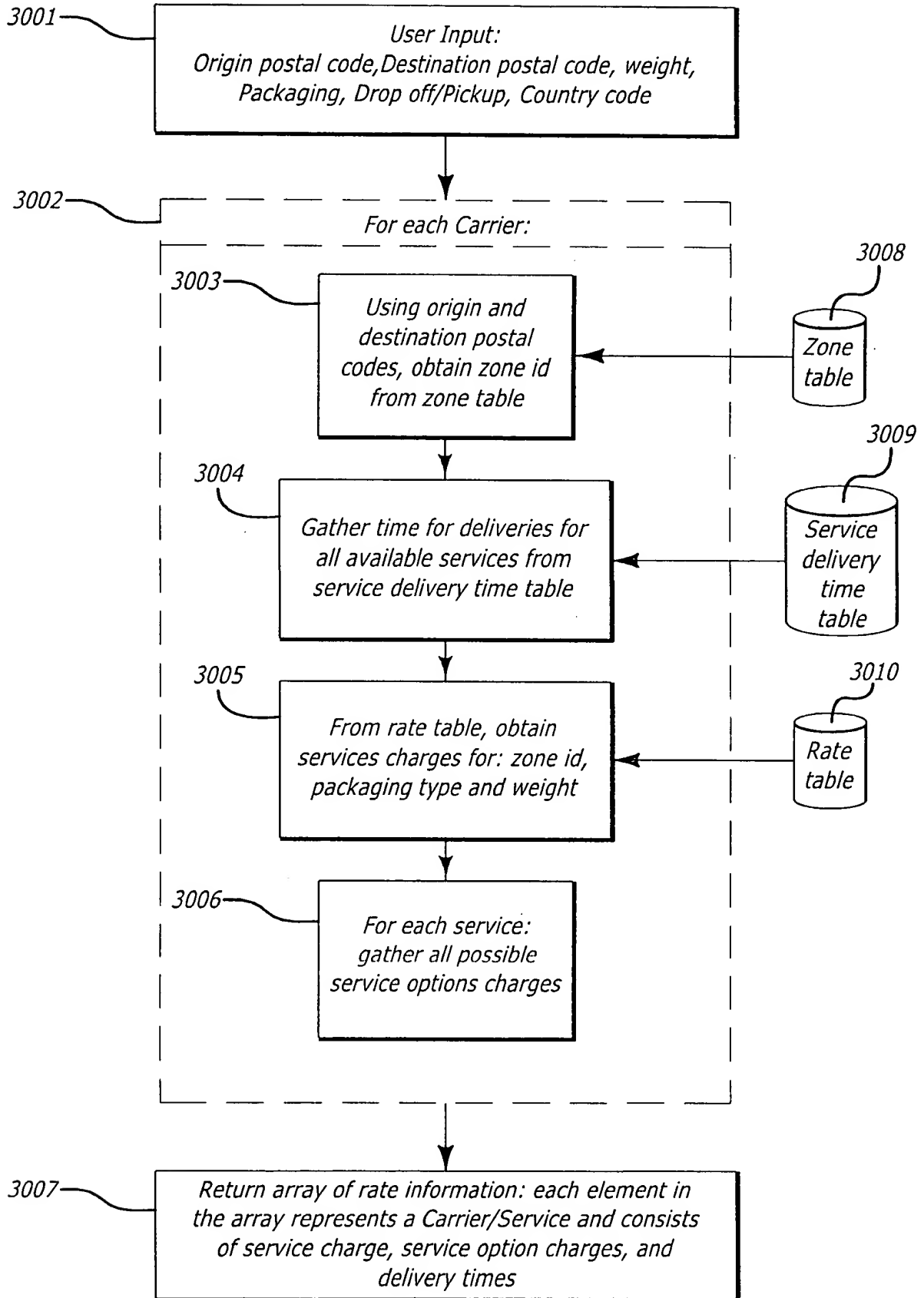
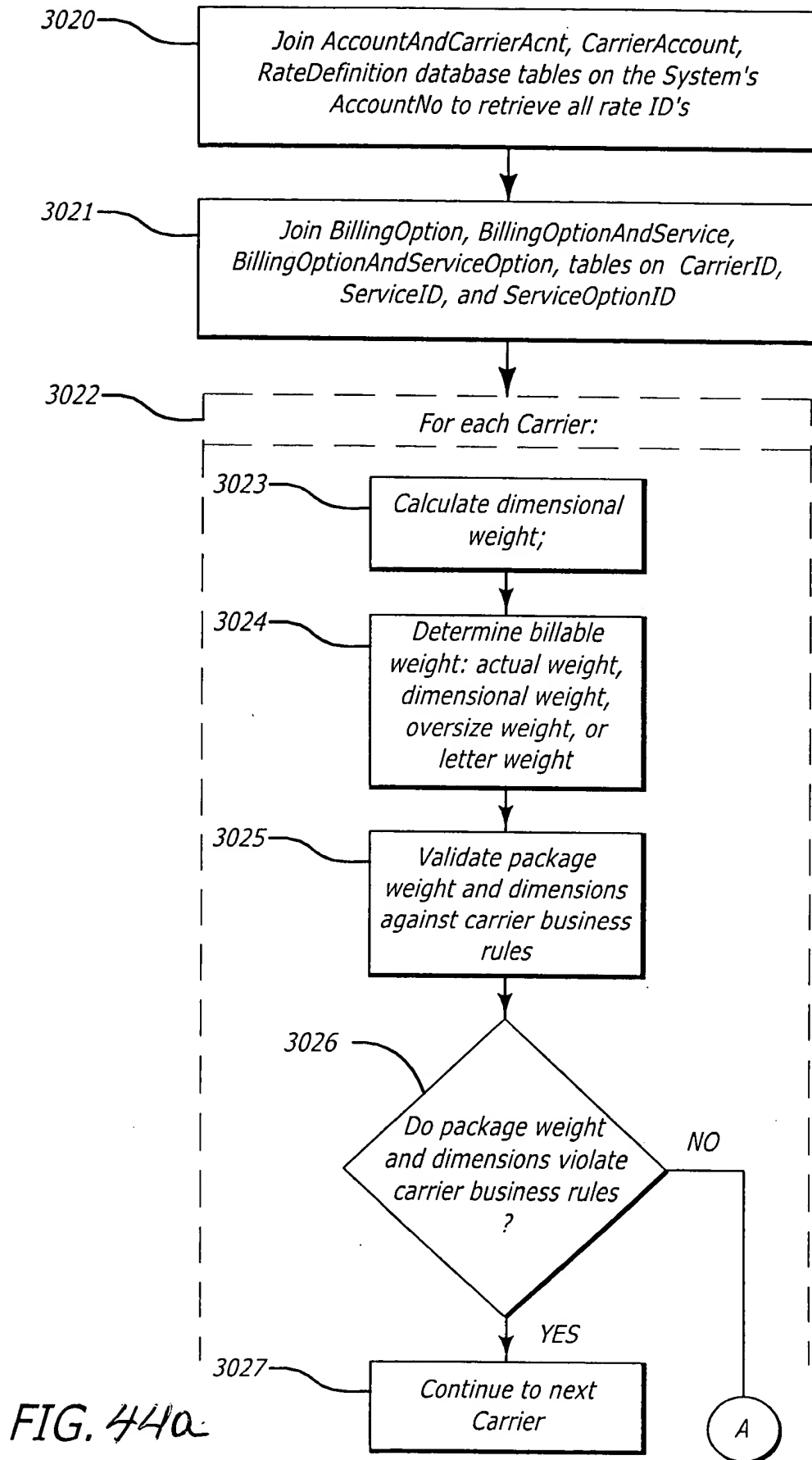


FIG. 4.3

10/22/2020 2:20:36 PM



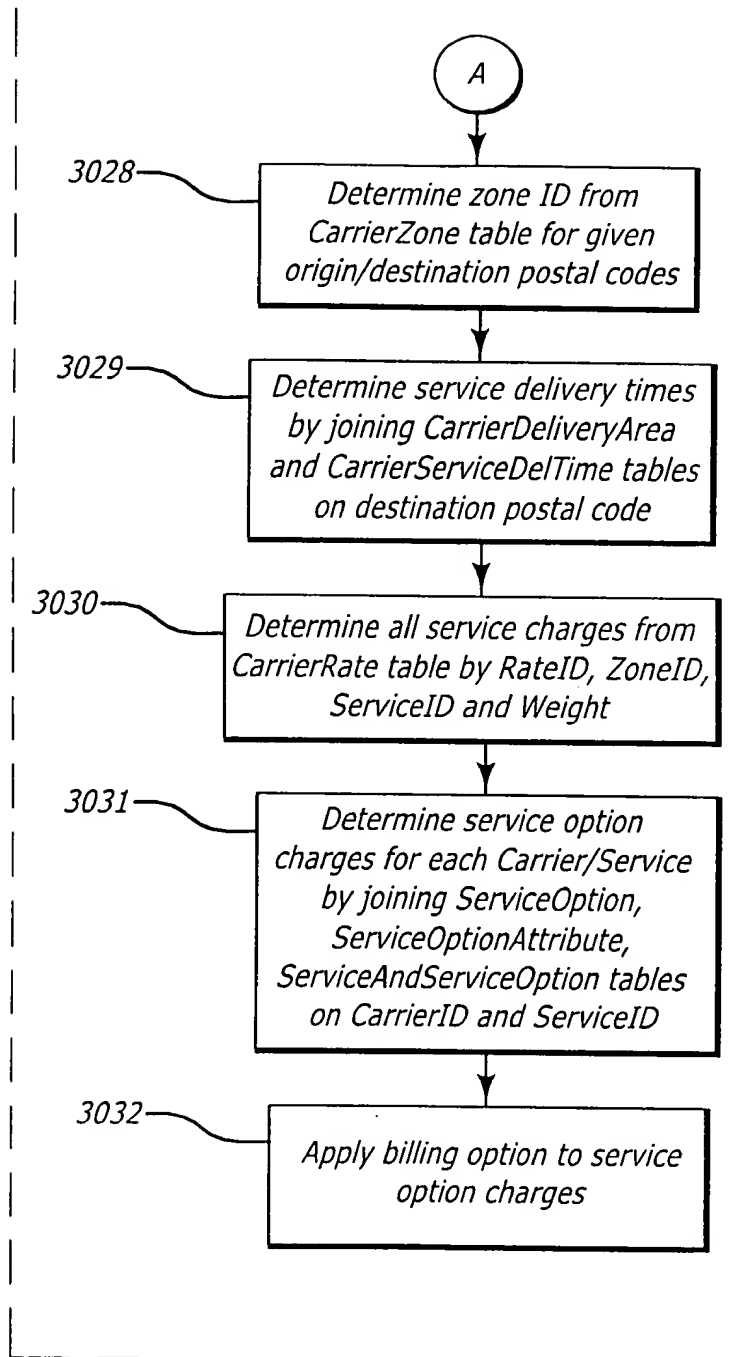


FIG. 44b

09820377.03204
T02250 220360

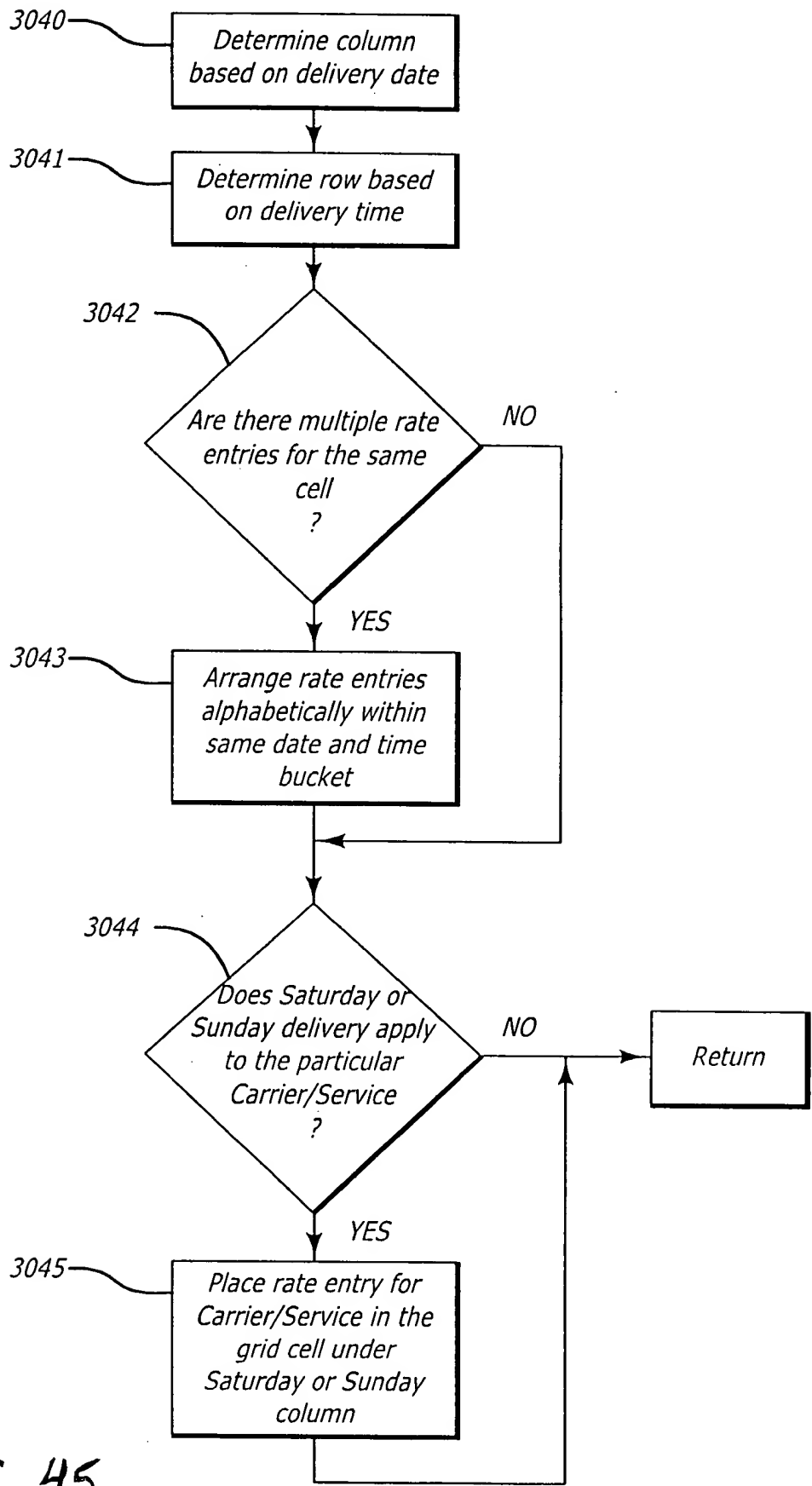


FIG. 45

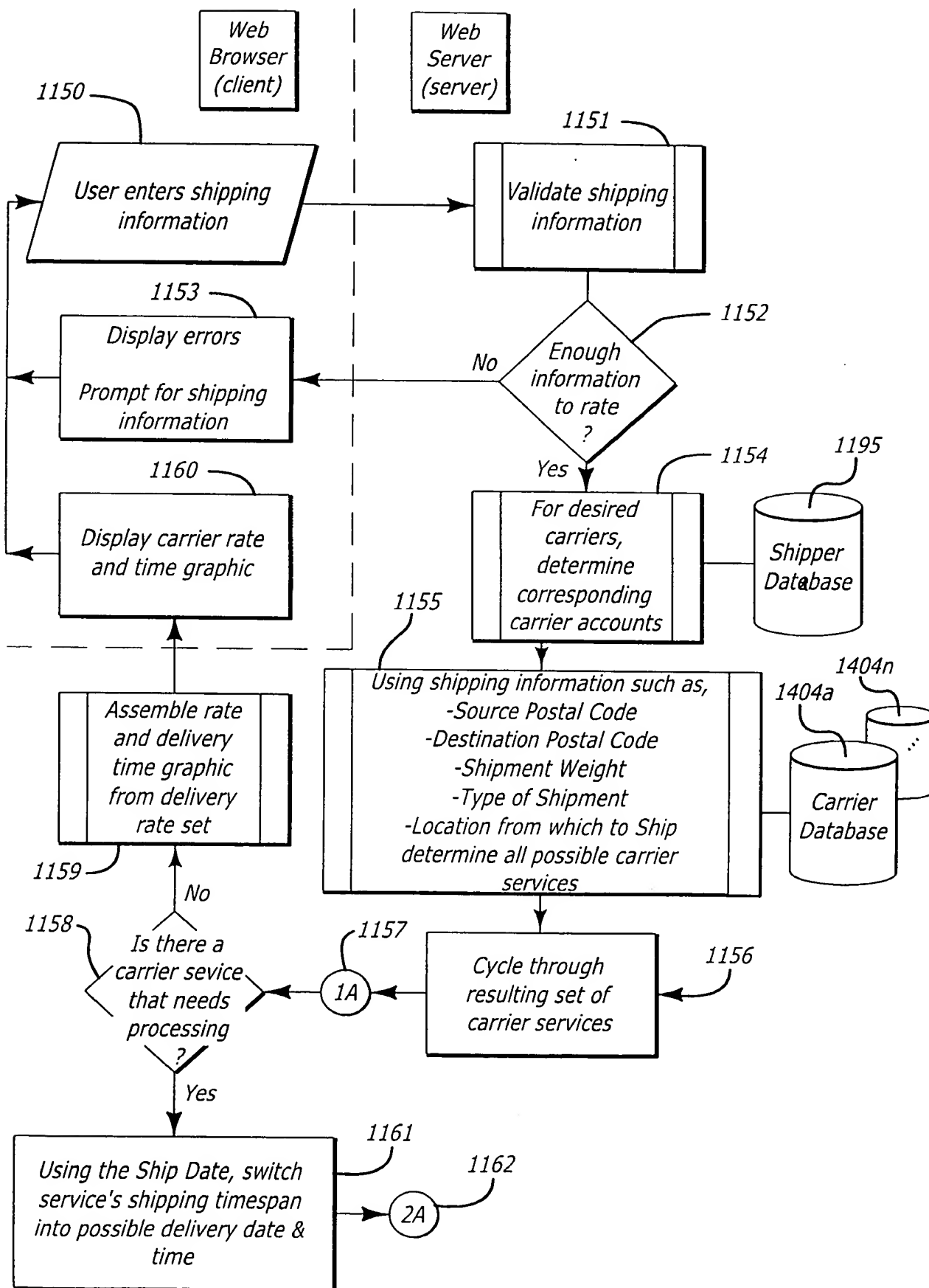


FIG. 46a

FIG. 46b

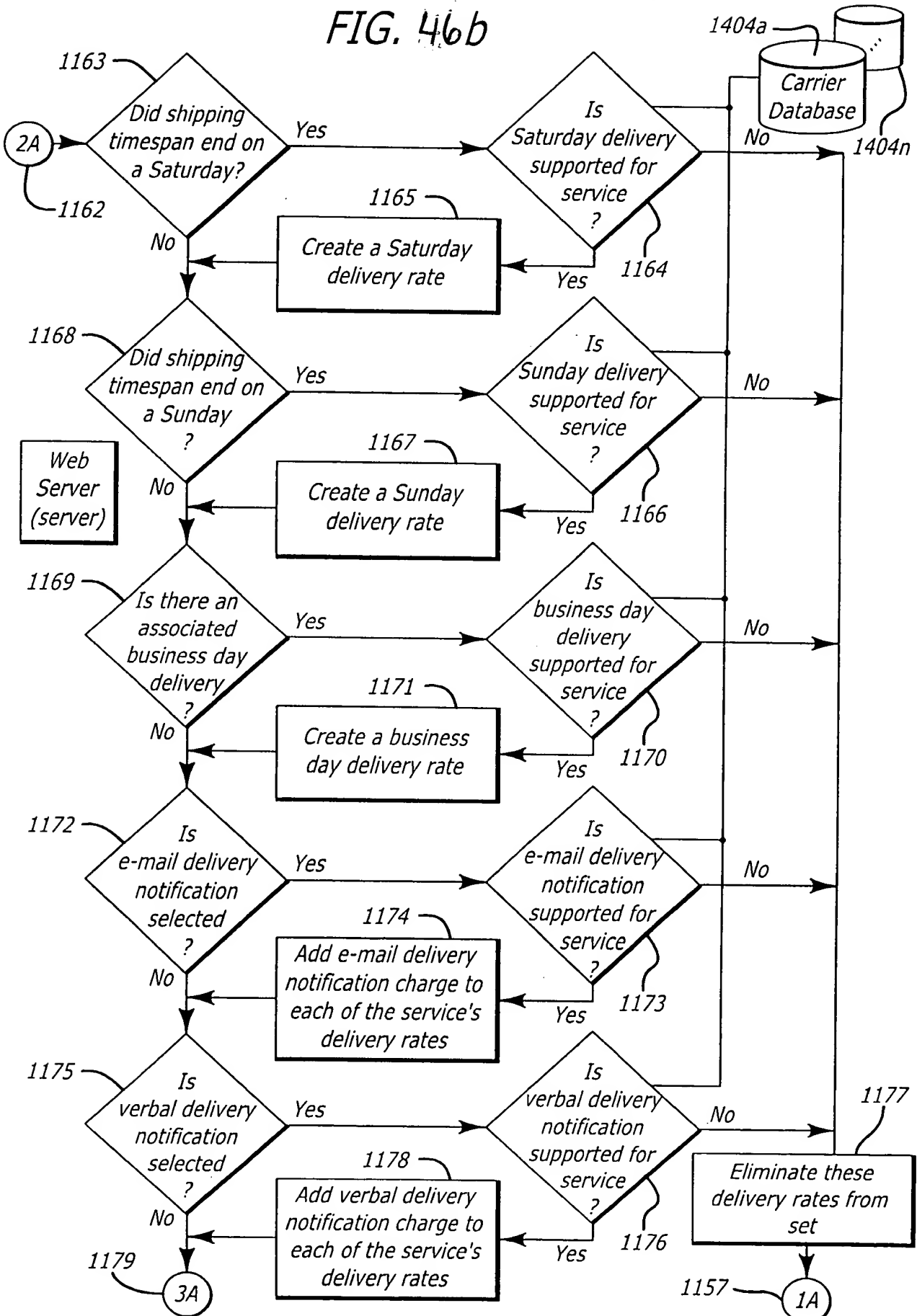
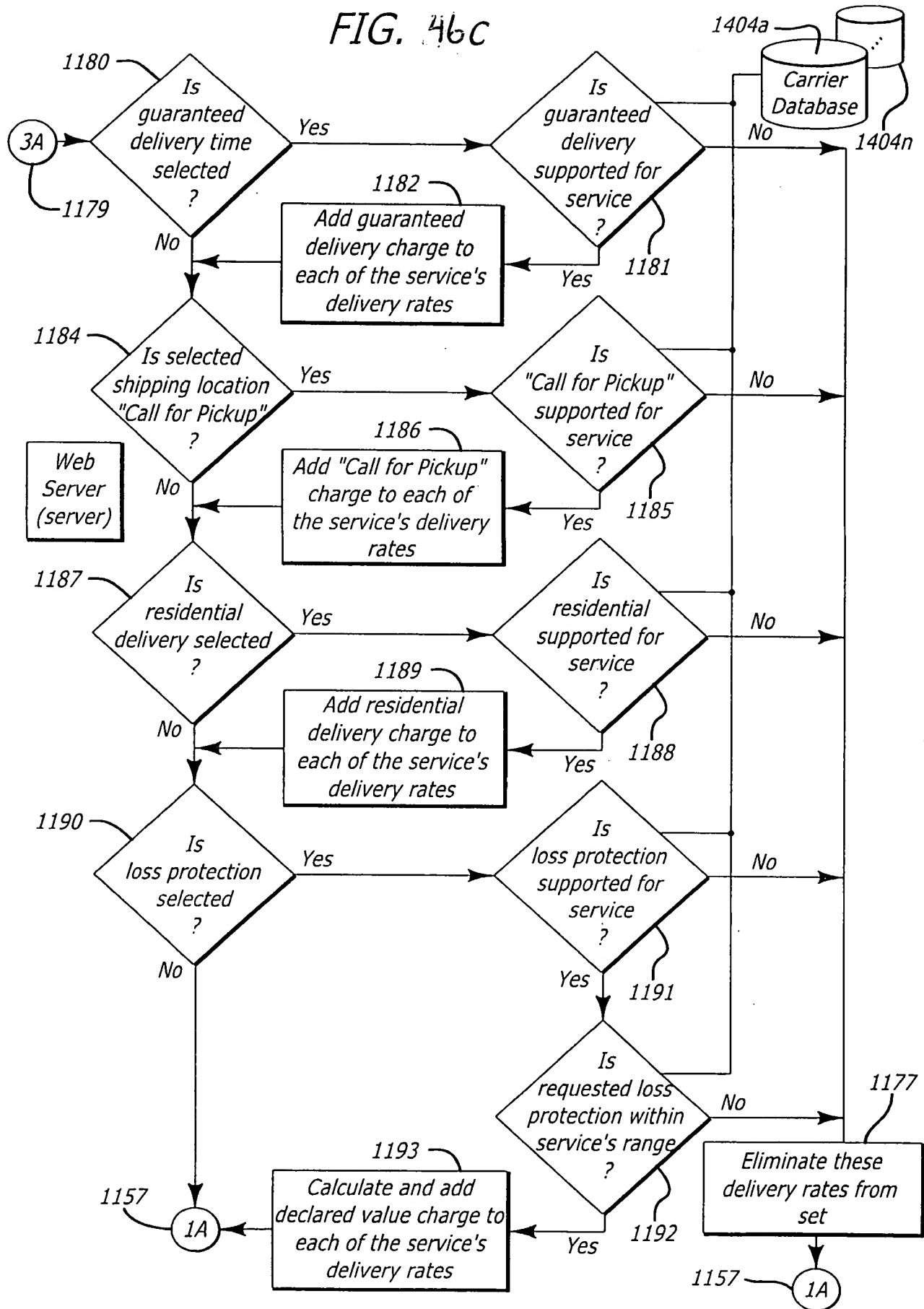


FIG. 46b

FIG. 46c



⑤ Your Unique Link

Congratulations!

Your unique hyperlink is below. This link allows your buyers to accurately estimate their shipping charges.

To use the link, **copy** the entire text from the box below and **paste** it into your item description. [Help](#)

Your Link:	<pre>Click here to use iShip.com to view your shipping charges.</pre>
-------------------	---

☐ Add to Saved Packages List

[E-mail this quote](#)

Navigation bar: [Preview Rates](#) [Save](#) [Back](#) [Done](#)

Sidebar:

- [Sell It](#)
- Shipping Info
- Package Info
- Shipping Options
- Pricing Rates
- Create Link
- Saved Packages
- Log Off
- Having trouble?
- Questions or comments

Footer:

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1. Introduction

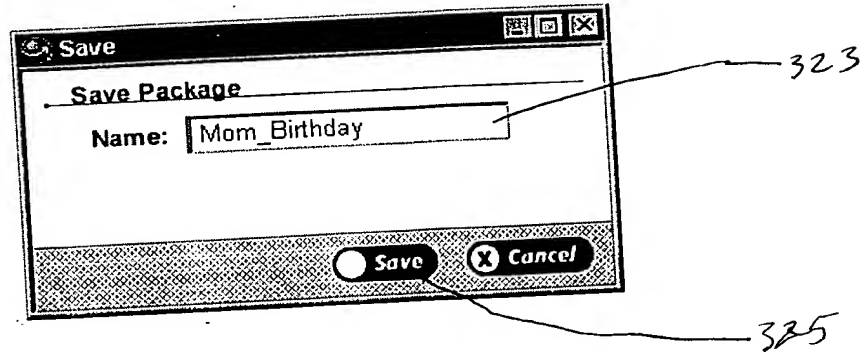


FIG. 48

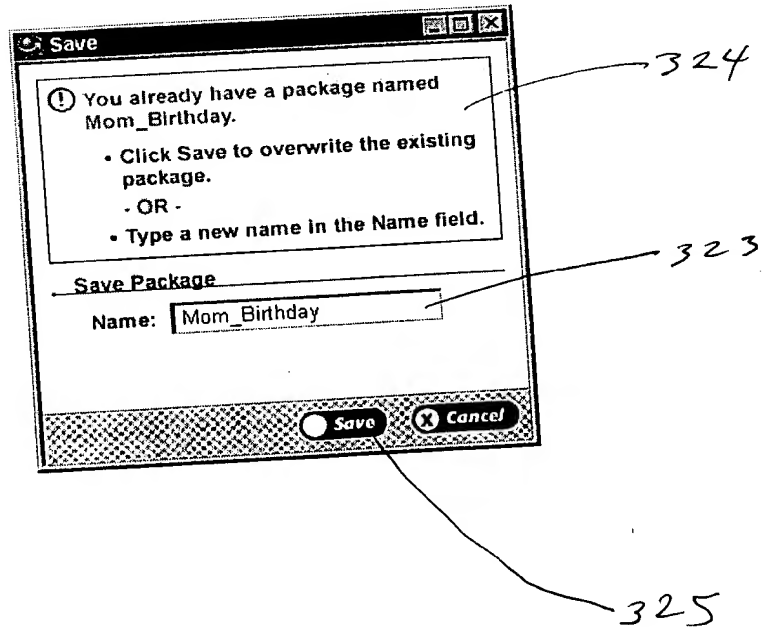


FIG. 49

`<a target="_new"`

`href="http://iship.com/commerce/default.asp?K=A6V1XZ`
2210
2210-1 2210-2
`&W=10&V=0&H=0">View Tour Shipping Costs!`
2211 2212 2213 2214

FIG. 50

`<a href="http://iship.com/Sellit/buyer.asp?`

`pid=f429b0d0abc411d39f8000902789280b"`
2220

`>Click here to use iShip.com to view your shipping charges.`
2214

FIG. 51

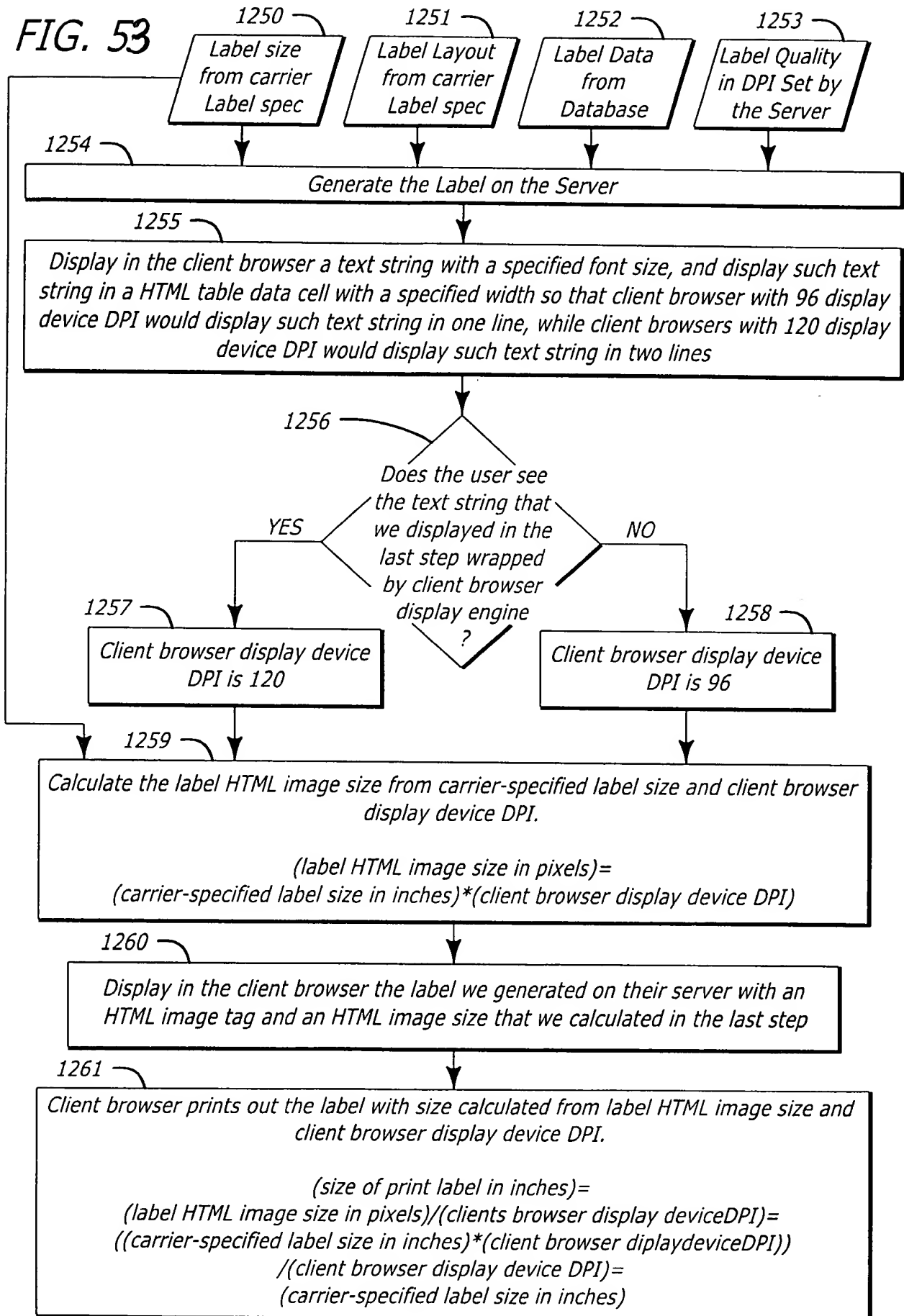
<p>SHANDELL (234) 234-2345 STREET CITY CA 93107</p>	<p>4 LBS 1 OF 1</p>
<p>SHIP (234) 234-2345 TO: FIRST NAME STREET CITY CA 93107</p>	<p>SHIP TC POSTAL CODE (420) 93107</p>
<p>UPS NEXT DAY AIR 1</p>	<p>TRACKING # 1Z 345 321 01 0002 7109</p>

Fig. 52

330

How to Use This Book

FIG. 53



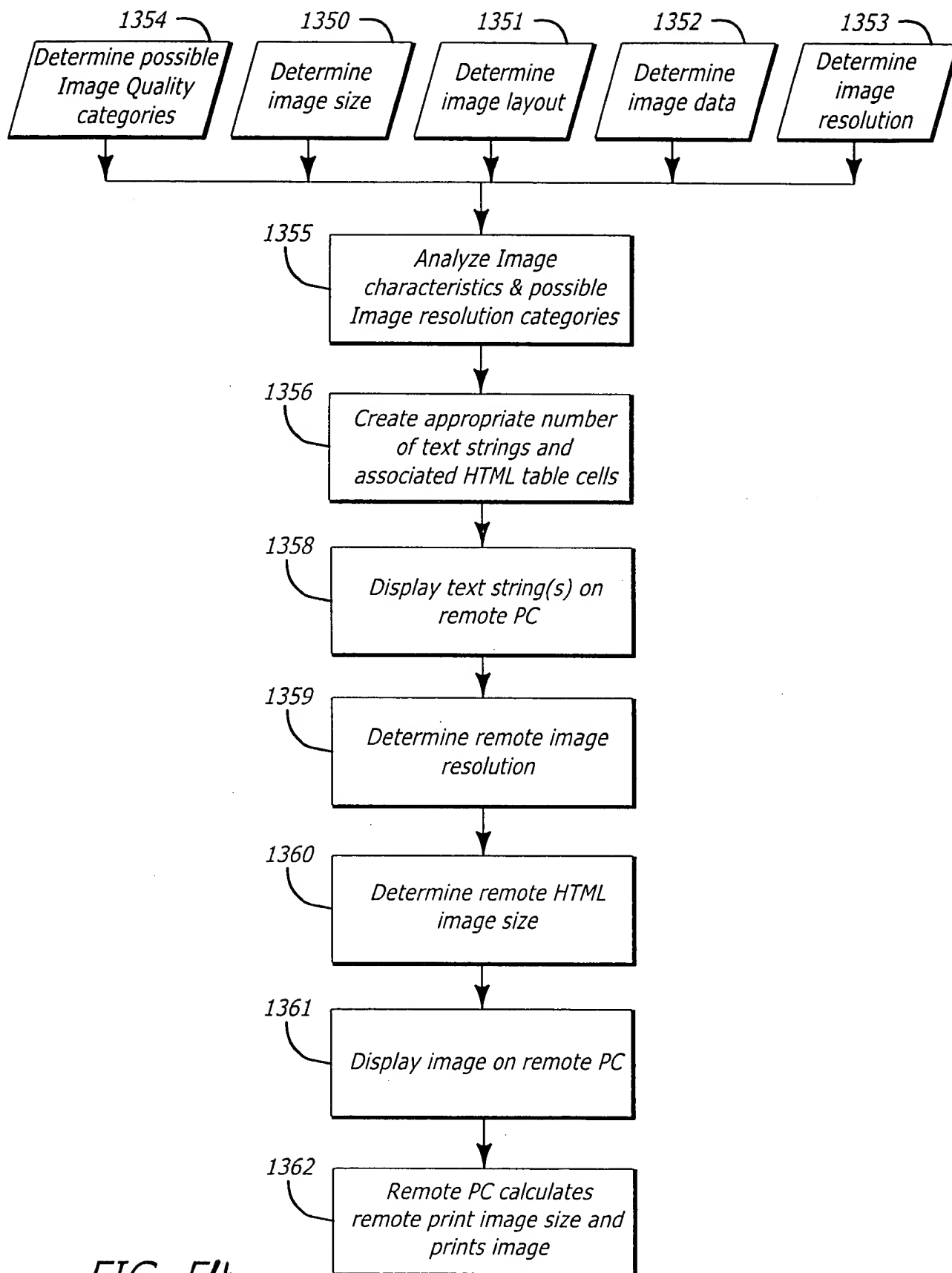


FIG. 54

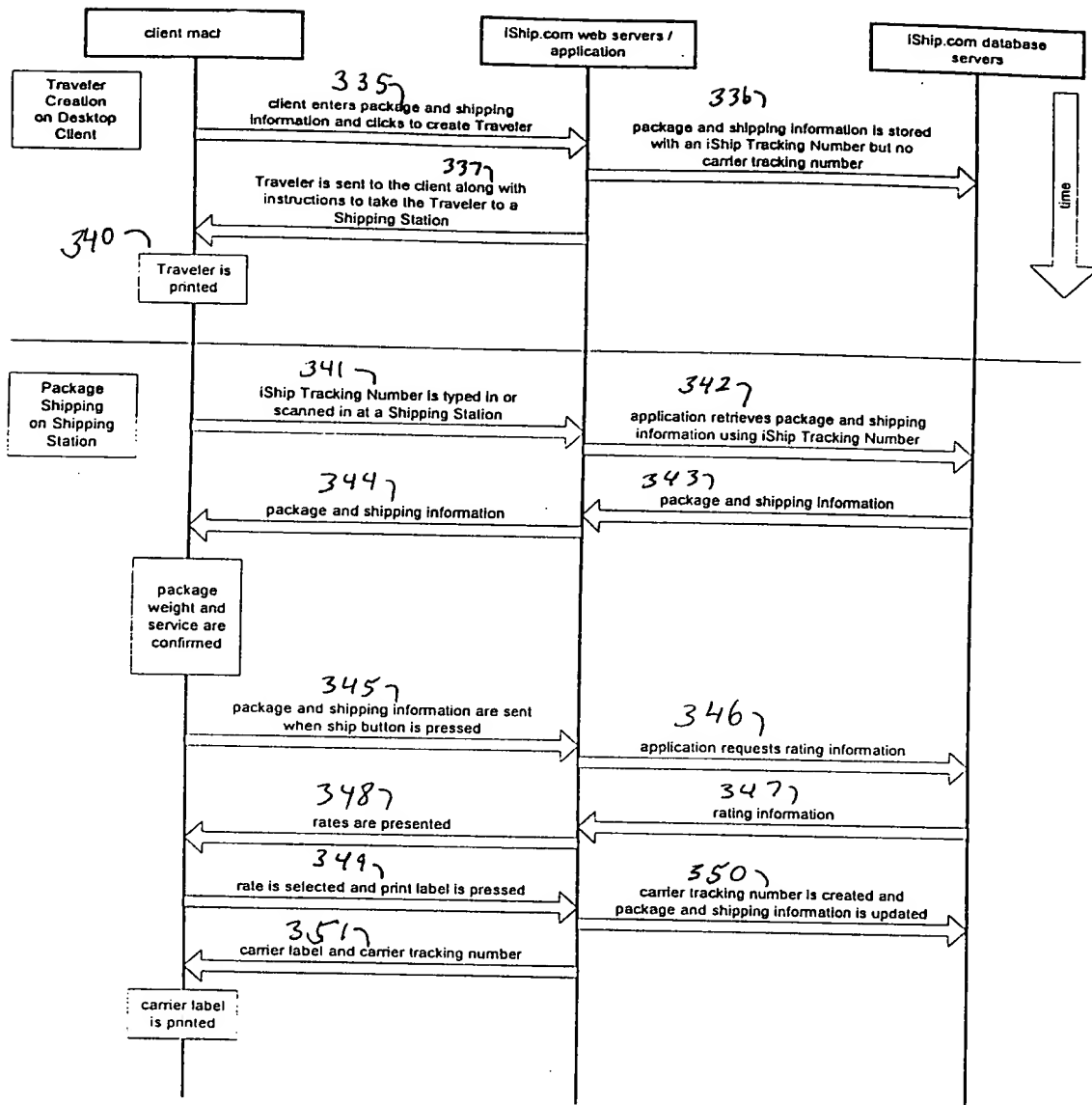


FIG. 55

Your Package Traveler

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

Shipping Addresses

Return: Lory Krett
(425) 602-4848
iShip.com
3535 Factoria Blvd SE
Suite 500
Bellevue WA 98006

Destination: Diane Moon
(509) 786-5555
Milne Fruit
800 Bennet Ave
Prosser WA 99350-8888

Package Info

Details: 1 of 1
4 lbs
Carrier Box

Service: UPS Ground
EPSO: 12345472
Price: \$6.35

iShip.com Tracking Number

M ATPK9G UZFXG3



[< Back] [x Cancel]

FIG. 56

iShip.com.

Confirmation

My iShip | Price It | Ship It | Track It | Sell It | Help

370 Your shipping request has been completed!
Directions about what to do next goes here.

Your iShip Package No.: M ANEYZN 89WBTF 362

371 Your Shipment:

Shipment:
Computer speakers, software,
manuals
10" x 8" x 5"
4 lb 2oz

Service:
UPS Ground

Options:
Loss Protection

Drop Off Location:
Jim Ship
iShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue WA 98006
jims@iship.com
(425) 502-4848

Destination:
Diane Moon
Mina Fruit
12020 101st Ave NE
Suite 300
Edenburg WA 98926
United States
(509) 555-9728

372 Your Charges:

Service Charge: \$6.30
Service Options: \$.35
Total Cost: \$6.65

UPS Account:
1234 5678 9101 1213
iShip.com

1. Shipping Address
2. Package Info
3. Shipping Options
4. Rate and Taxes
5. Payment
6. Print

Log Off

Having trouble?
Directions or comments



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Done



FIG. 57

iShip.com™

1 | Track a shipment

My iShip | Price It | Ship It | Track It | Sell It | Help

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it. [Help]

Tracking Numbers:

#1 381a
#2 381b
#3 381c
#4 381d
#5 381e



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Reset

Submit

Done

Track It

1 Tracking Number

2 Tracking Results

Shipping History

Log Off

Having trouble?

Questions or comments

Feedback

380

382

FIG. 58

iShip.com.

Your Tracking Information

Click on the iShip Tracking Number for more information. [Help]

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.

Status	iShip Tracking No.	Destination	Service	Ship Date	Delv. Date
<input checked="" type="radio"/>	391-1b	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
<input checked="" type="radio"/>	391-1a	Ellensburg WA	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-2a	Santa Monica CA	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-2b	Portland OR	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-5a	Spokane WA	UPS Ground	02/17/00	
<input checked="" type="radio"/>	391-5b				

Status icons: ☐ In Transit ☐ Delivered ☐ Exception

Shipping History
Log Off

Have a problem?
Questions or comments

Back Done

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392-1

392-2

392-3

392-4

FIG. 59

09320377 032704
10/22/00 1/20/03

iShip.com

2 | Your Tracking Information

My iShip | Price It | Ship It | Track It | Sell It | Help

Tracking results:

Click on the iShip Tracking Number for more information. [\[Help \]](#)

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.

Status	iShip Tracking No.	Destination	Service	Ship Date	Delv. Date
●	HANEYZN 89VRIF	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
●	HBOEYUN 90VDF	Ellensburg WA	UPS Ground	02/18/00	
●	MCPEYYN 91WDTF	Sanita Monica CA	UPS Ground	02/18/00	
●	MDOEYYN 92VDTF	Portland OR	UPS Ground	02/18/00	
①	MEREYXN 93WDTF	Unable to track. Click on the tracking number to resubmit.			

Status icons: ● Shipped ● In Transit ● Delivered ● Exception ① Unable to track

Tracking Number

Tracking History

Shipping History

Log Off

Having trouble?

Questions or comments

Help

Back

Done

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391-5a

391-5b

391-5c

FIG. 60



② Your Tracking Information - Unable to Track [My iShip](#) [Price It](#) [Ship It](#) [Track It](#) [Sell It](#) [Help](#)

② Track It

1 Tracking Number

② Tracking Results

[Shipping History](#)

[Log Off](#)

[Having trouble?](#)

[Questions or comments](#)

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TRUSTe
Site privacy statement

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All rights reserved. All
other trademarks are
properties of their owners.

We were unable to track your package.
11W3345001Z234 430 [? More](#)

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number:	<input type="text" value="11W3345001Z234"/>
Carrier:	(Select One) 431
Ship date (+/- 4 days):	<input type="text"/> (mm/dd/yyyy) 432-1 432-2

433

[Back](#) [Submit](#) [Reset](#) [Done](#)

FIG. 61



My iShip | Price It | Ship It | Track It | Sell It | Help

② Your Tracking Information

Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time

Tracking results: [Help](#)

395 {

Status: IN TRANSIT
Carrier: UPS
Service: GROUND
iShip Number: MAHEY2H 89WBTF
Tracking Number: 1Z3374WS0100023174
Ship Date: Monday, November 22, 1999
Destination: PROSSER, WA US
Expected Delivery Date: Tuesday, November 23, 1999
Expected Delivery Time: 12:00:00 PM
Last Scan: 11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US

396 — Show me more details on this package.
397 — Add this tracking number to my Inbound Package Log.

E-mail Notification: [Help](#)

398 {

Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

399-1a {

399-2a {

400 {

401 {

402 {

Name: E-mail address: 399-1b 399-2b

#1 John Jadwin john025@this_email.com
#2 Sarah Lewis sarah01@email.com
#3

Message:

☒ Send notification when the package has been delivered.
☒ Send the URL of this tracking info.

[Back](#) [Submit](#) [Track Another](#) [Reset](#) [Done](#)

Tracking Number
Tracking Results
Shipping Number
Log Off

Having trouble?
Questions or comments?
Feedback

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property of their owner.

FIG. 62

iShip.com

Shipping History

My iShip | Price It | Ship It | Track It | Sell It | Help

Track It

PENDING

OUTBOUND

INBOUND

Previous 15 | 1-15 | Next 15

Status: All Ship To: Ship Date: All Update

STATUS	SHIP TO	PKGS	SHIP TRACKING #	CARRIER/SERVICE	SHIP DATE	DELY DATE
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	1	MATKP9G GDE73R	UPS Ground	11/22/99	--
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	1	MATKP9G MZVT0S	UPS Ground	11/22/99	--
<input type="checkbox"/> IN TRANSIT	Adam Krett	1	MATKP9G UDO31C	UPS Ground	11/22/99	--
<input checked="" type="checkbox"/> IN TRANSIT	John Smith	2	MATKP9G 7NV7W9	UPS Ground	11/21/99	--
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis	1	MATKP9G 7JBZA7	Airborne Second Day	10/19/99	10/21/99
<input type="checkbox"/> DELIVERED	Carol Doyle	3	MATKP9G MJBZA5	FedEx 2Day	10/11/99	10/13/99
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G UBO31Z	UPS Next Day Air	10/12/99	10/13/99
<input type="checkbox"/> DELIVERED	ACME Co.	1	MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99	10/16/99
<input checked="" type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 4BP31M	UPS Ground	09/24/99	09/26/99
<input type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 7MQ3Q8	UPS Ground	09/22/99	09/24/99
<input type="checkbox"/> DELIVERED	Candace Moon	1	MATKP9G MRVP1Q	FedEx Standard Overnight	09/20/99	09/21/99
<input type="checkbox"/> DELIVERED	Jim Ship	2	MATKP9G UZQ319	UPS Ground	09/14/99	09/15/99
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G 7BQ31M	UPS Ground	08/12/99	08/14/99
<input type="checkbox"/> DELIVERED	Adam Krett	1	MATKP9G MXQT8S	UPS Ground	08/02/99	08/04/99
<input type="checkbox"/> DELIVERED	Adam Krett	1	MATKP9G GDV50R	UPS Ground	07/09/99	07/11/99

Tracking Number
Tracking Receipt
Shipping History
Log Off

Having trouble?
Questions or comments?

TRUSTe
ePrivacy seal

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Delete Track It ? More X Cancel

FIG. 63

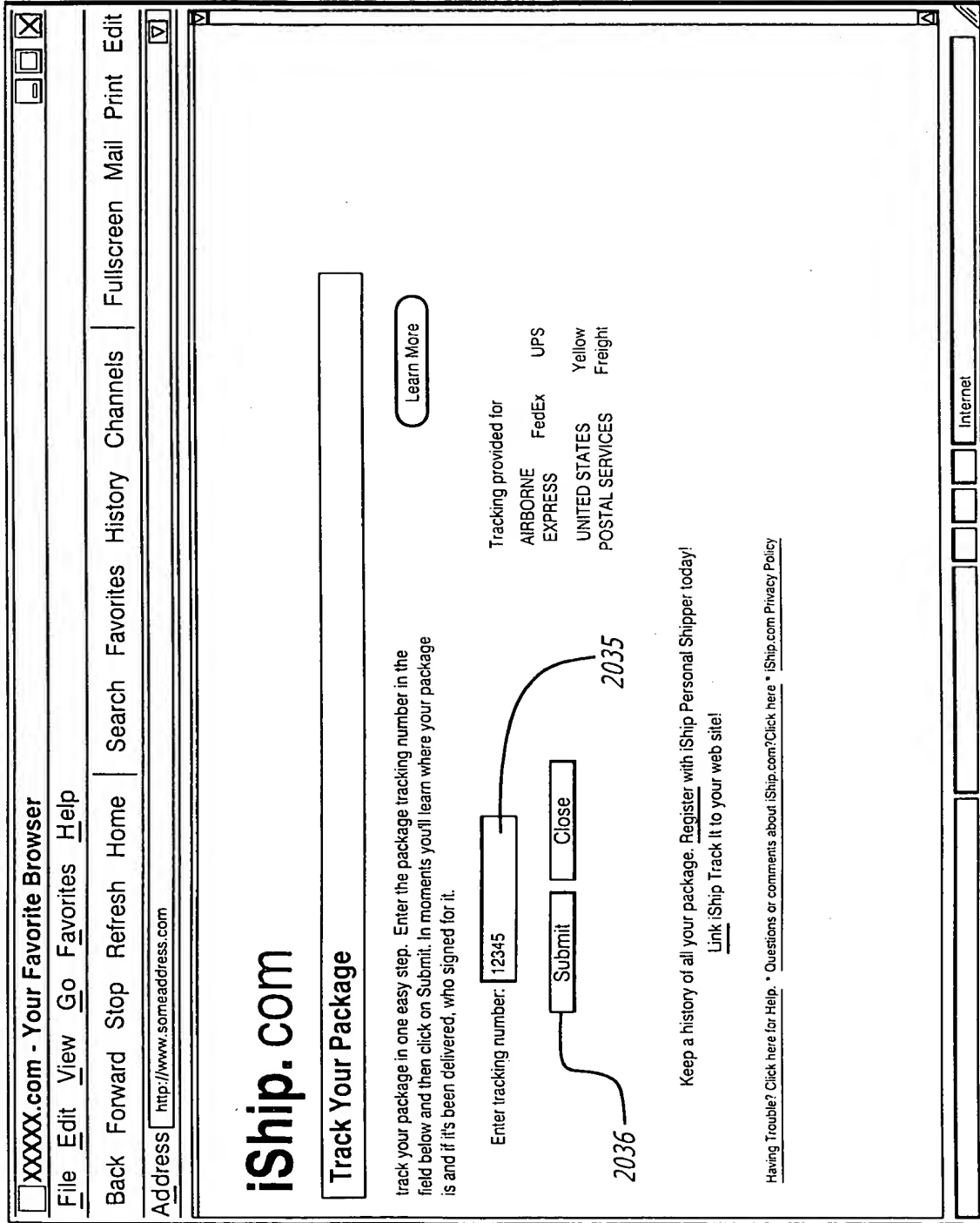
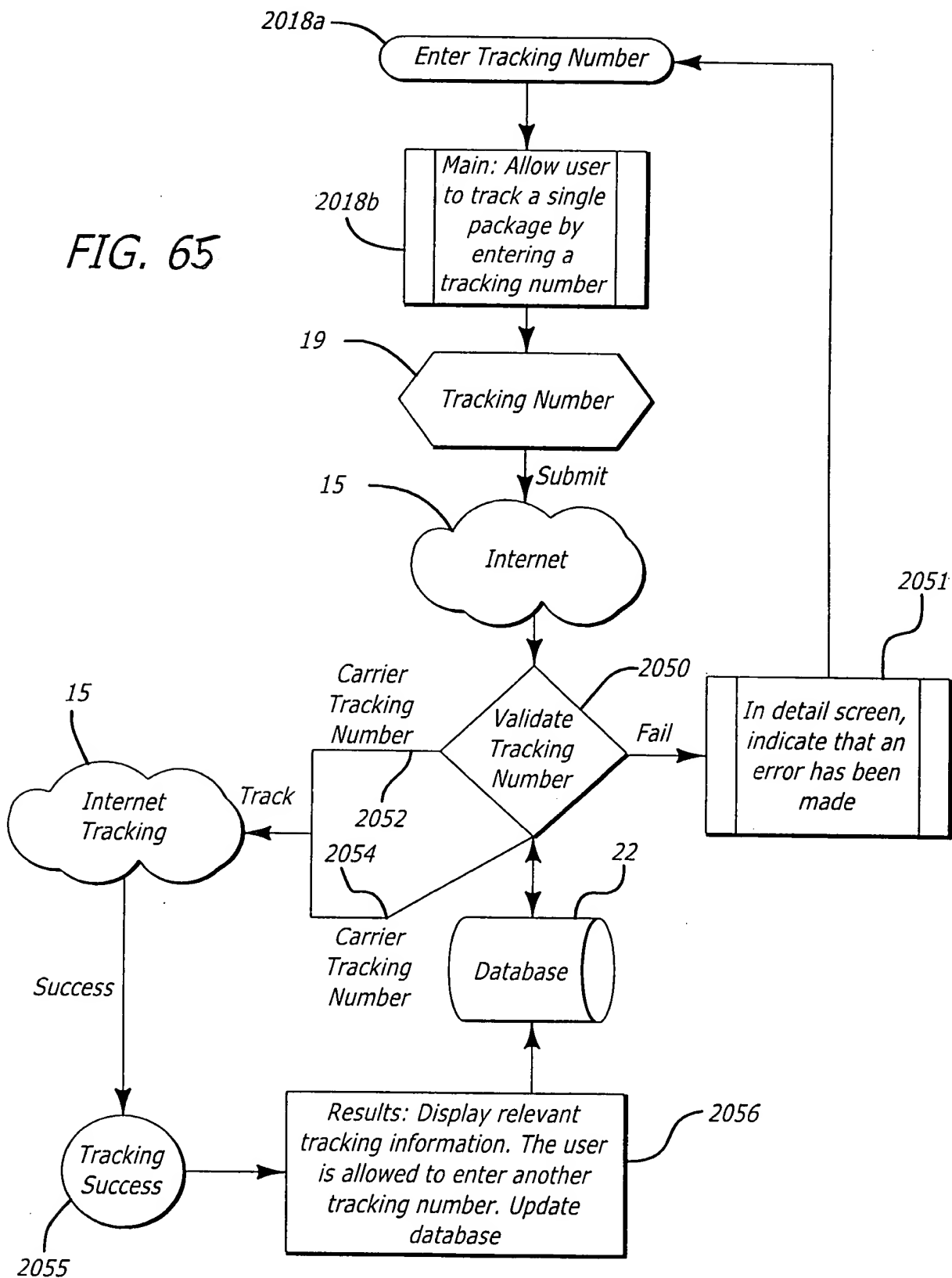


FIG. 6A

FIG. 65



```

<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
  <header mode="interactive">
    <version major="0" minor="1"/>
    <batch id="AE5E54F08E2311d3984900A0C9D6C226"
url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
  </header>
  <signon sessionid="" userid="test" password="7777777"/>
  <trackit>
    <package sequencenumber="1">
      <trackingnumber carrier="ups">
        1Z1812530202075466
      </trackingnumber>
    </package>
  </trackit>
  <logout/>
</iship.com.request>

```

FIG. 66

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
  <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
systemrcode="0"/>
  <trackit>
    <package sequencenumber="1" packagercode="0">
      <deliveredto> </deliveredto>
      <deliverylocation>LEFT AT 3S</deliverylocation>
      <signedby>HOWARD</signedby>
      <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
      <status>Delivered</status>
      <deliverytime>9/1/99 1:50:00 PM</deliverytime>
      <carrier>UPS</carrier>
      <service>2ND DAY AIR</service>
      <shipdate>8/28/99 </shipdate>
      <trackingnumber>1Z1812530202075466</trackingnumber>
      <scanlocation>FORT HAMILTON, NY US</scanlocation>
      <weight>400</weight>
    </package>
  </trackit>
</iship.com.response>

```

FIG. 67